

## Safeguarding Adults Policy

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Policy Contents	Page number
Introduction	2
Safeguarding Adults Policy Statement	2
Purpose	3
Scope	3
Commitments	3
Legal Framework	4
Definition of an Adult at Risk	5
Categories of Abuse and Neglect	6
Signs and Indicators of Abuse and Neglect	9
Wellbeing Principle	10
Person Centred Safeguarding/ Making Safeguarding Personal	10
Mental Capacity and Decision Making	11
Recording and Information Sharing	12
Multi-Agency Working	14
Responding to Allegations of Abuse Against a Staff Member or Volunteer	14
Designated Safeguarding Lead (DSL) Role and Responsibilities	14
Training, Induction and One to Ones Meetings of Staff and Volunteers	15
<b>Safeguarding Adults Procedures</b>	
Section 1 (for everyone): Reporting Concerns About Yourself	16
Reporting Concerns About Others (Flowchart 1)	17
Reporting Concerns About Others	18
Responding to a Direct Disclosure	18
Record Keeping	19
Section 2 (Designated Safeguarding Lead & Charity Response)	20
Procedure for Designated Safeguarding Lead (Flowchart 2)	20
Immediate Response	22
Taking Action	23
Appendix 1 - Safeguarding Adults Report Form	26
Body Map	31
Appendix 2 – Sources of Information and Support	32



## Introduction

St Chads Community Project is committed to Safeguarding Adults in line with national legislation and relevant national and local guidelines.

We will safeguard adults by ensuring that our services are delivered in a way which keeps all adults safe.

St Chads Community project is committed to creating a culture of zero- tolerance of harm to adults which necessitates: the recognition of adults who may be at risk and the circumstances which may increase risk; knowing how adult abuse, exploitation or neglect manifests itself; and being willing to report safeguarding concerns.

This extends to recognising and reporting harm experienced anywhere, including within our services, within other organised community or voluntary services, in the community, in the person's own home and in any care setting.

St Chads Community Project is committed to best safeguarding practice and to uphold the rights of all adults to live free from harm from abuse, exploitation and neglect.

In order to achieve this, St Chads Community Project has written this policy to clarify acceptable and non-acceptable levels of care. Consequently, this policy explains what amounts to abuse and who it aims to protect. This policy will be shared with, and understood by, all staff and volunteers.

## Safeguarding Adults Policy Statement

St Chads Community Project:

- Believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status.
- is committed to creating and maintaining a safe and positive environment and an open, listening culture where people feel able to share concerns without fear of retribution.
- acknowledges that safeguarding is everybody's responsibility and is committed to prevent abuse and neglect through safeguarding the welfare of all adults involved.
- Recognises that health, well-being, ability, disability and need for care and support can affect a person's resilience. We recognize that some people experience barriers, for example, to communication in raising concerns or seeking help. We recognize that these factors can vary at different points in people's lives.
- Recognises that there is a legal framework within which charities need to work to safeguard adults who adults who have needs for care and support and for protecting those who are unable to take action to protect themselves and will act in accordance with the relevant safeguarding adult legislation and with local statutory safeguarding procedures.

Actions taken by St Chads Community Project will be consistent with the principles of adult safeguarding ensuring that any action taken is prompt, proportionate and that it includes and respects the voice of the adult concerned.



## **Purpose**

The purpose of this policy is to demonstrate the commitment of St Chads Community Project to safeguarding adults and to ensure that everyone involved in St Chads Community Project is aware of:

- The legislation, policy and procedures for safeguarding adults.
- Their role and responsibility for safeguarding adults.
- What to do or who to speak to if they have a concern relating to the welfare or wellbeing of an adult within the organisation.

## **Scope**

This safeguarding adult policy and procedures apply to all individuals involved in St Chads Community Project, including trustees, staff, volunteers, tenants, beneficiaries and visitors and to all concerns about the safety of adults about the safety of adults whilst taking part in our organisation, its services and activities and in the wider community.

When an external organisation is leasing or hiring space in St Chads Community Project or delivering their activities on the premises, they must have sufficient safeguarding policies and procedures in place and that they undertake safer recruitment practices and proportionate safeguarding training to ensure the safety and well-being of their participants. Those groups or individuals who do not have their own safeguarding policies and procedures are permitted to use St Chads policies.

## **Commitments**

St Chads Community Project will work to:

- Stop abuse or neglect wherever possible
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- Promote the wellbeing of the adults at risk in safeguarding adult arrangements
- Safeguard adults in a way that supports them in making choices and having control about how they want to live
- Promote an approach that concentrates on improving life for the adults concerned
- Raise awareness of safeguarding adults to ensure that everyone can play their part in preventing, identifying and responding to abuse and neglect
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- Address what caused the abuse or neglect.

In order to implement this policy St Chads Community Project will ensure that:

- Everyone involved with the charity is aware of the safeguarding adult procedures and knows what to do and who to contact if they have a concern relating to the welfare or wellbeing of an adult.



- There is a copy of this document available to everyone involved with the charity.
- Any concern that an adult is not safe is taken seriously, responded to promptly, and followed up in line with the charity's Safeguarding Adults procedures.
- The well-being of those at risk of harm will be put first and the adult actively supported to communicate their views and wishes will be respected and supported unless there are overriding reasons not to (see safeguarding procedures).
- Any actions taken will respect the rights and dignity of all those involved and be proportionate to the risk of harm.
- Confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored in line with the charity's Data Protection Policy and Procedures.
- The charity acts with best practice advice, for example the Charity Commission, NSPCC, etc.
- Will cooperate with the Police and the relevant Local Authorities in taking action to safeguard an adult.
- All trustees, staff and volunteers will understand their role and responsibility for safeguarding adults and have completed and are up to date with safeguarding adult training and learning opportunities appropriate for their role.
- Uses safer recruitment practices and continually assess the suitability of staff and volunteers to prevent the employment / deployment of unsuitable individuals in the organisation and within the charity community.
- Shares information about anyone found to be a risk to adults with appropriate bodies. For example: Disclosure and Barring Service, Services, Police, Local Authority/ Social Services.
- When planning services, activities and events the charity includes an assessment of, and risk to, the safety of all adults from abuse and neglect and ensures there will always be access to the Designated Safeguarding Lead (DSL).
- Will endeavour to keep up to date with national developments relating to preventing abuse and welfare of adults.

## Legal Framework

This policy has been drawn up following national and local guidance on legislation, policy and guidance.

Including, but not limited to:

- The Human Rights Act 1998
- The Data Protection Act 2018
- General Data Protection Regulations 2018
- Sexual Offences Act 2003
- Mental Capacity Act 2005
- Safeguarding Vulnerable Groups Act 2006
- Disclosure and Barring Service 2013
- The Care Act 2014
- The Domestic Abuse Act 2021



Many other pieces of UK and home nation legislation also affect adult safeguarding.

These include legislation about different forms of abuse and those that govern information sharing. For example, legislation dealing with:

- Murder/attempted murder
- Physical Assault
- Sexual Offences
- Domestic Abuse/Coercive control
- Forced Marriage
- Female Genital Mutilation
- Theft and Fraud
- Modern slavery and Human exploitation
- Hate crime
- Harassment
- Listing and Barring of those unsuitable to work with adults with care and support needs

This policy operates in conjunction with the following charity policies:

- Child Protection and Safeguarding Policy
- Staff Bullying and Harassment Policy
- Social Media Policy
- Equity, Equality, Diversity and Inclusion Policy
- Disciplinary Policy and procedures
- Grievance Policy
- Whistleblowing Policy
- Complaints Policy
- Safer Recruitment Policy
- Data Protection Policy
- Records Management Policy
- Online Safety Policy
- Code of Conducts
- Contract Compliance

## **Definition of an Adult at Risk**

The Safeguarding Adults legislation creates specific responsibilities on Local Authorities, Health, and the Police to provide additional protection from abuse and neglect to Adults at Risk.

When a Local Authority has reason to believe there is an adult at risk, they have a responsibility to find out more about the situation and decide what actions need to be taken to support the adult.

The actions that need to be taken might be by the Local Authority (usually social services) and/ or by other agencies, for example the Police or Health. A charity may need to take action as part of safeguarding an adult, for example, to use the disciplinary procedures in relation to a staff member who has been reported



to be harming a beneficiary. The Local Authority role includes having multi-agency procedures which co-ordinate the actions taken by different organisations.

An adult at risk is an individual aged 18 years and over who (Care Act 2014):

- have needs for care and support (whether or not the local authority is meeting any of those needs); AND
- is experiencing, or at risk of, abuse or neglect; AND
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.
- are at risk of radicalisation (under the Counter Terrorism and Security Act 2015, where they are not defined as adult at risk under the Care Act 2014)

## Categories of Abuse and Neglect

Abuse is a violation of an individual's human and civil rights by another person or persons. It can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Any or all of the following types of abuse may be perpetrated as the result of deliberate intent, negligence, omission or ignorance.

There are different types and patterns of abuse and neglect and different circumstances in which they may take place. St Chads Community Project will not be limited in their view of what constitutes abuse or neglect, and the circumstances of an individual case will always be considered.

The Care Act 2014 identifies ten categories of abuse and neglect. They are:

**Physical abuse** – including assault, hitting, slapping, pushing, burning, misuse of medication, restraint or inappropriate physical sanctions, Female Genital Mutilation (FGM) (all acts of FGM are a crime in the UK and the girls and women subjected to FGM are victims of this crime).

**Sexual abuse** - 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 sexual acts where the adult felt pressure to consenting, indecent exposure.

**Psychological abuse** – emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber-bullying, isolation or unreasonable and unjustified withdrawal of services or support networks.

**Financial or material abuse** - including theft, fraud, internet scamming, exploitation, coercion in relation to an adult's financial affairs or arrangements (wills, property, inheritance or financial transactions), or the misuse or misappropriation of property, possessions or benefits.

**Discriminatory abuse** - 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, sexual



orientation or transgender. This includes racism, sexism, ageism, homophobia or any other form of hate incident or crime.

**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 on-going ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

**Neglect and acts of omission** - 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.

**Domestic abuse or violence** - including an 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.

**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. It is often difficult to know the extent or presence of care and support needs in such cases because the victims are often unknown to services. Therefore, safeguarding adults referrals are encouraged for all adult victims of modern slavery in order that their needs can be explored further as part of a safeguarding adult's enquiry, rather than initially excluding cases because of the lack of an appearance of care and support needs.

**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.

Other types of abuse are:

**Forced Marriage** - Forced marriage must never be confused with arranged marriage. A forced marriage is a marriage in which one or both spouses do not, or in the case of some adults with learning or physical disabilities who cannot consent to the marriage and duress is involved. Duress can include physical, psychological, financial, sexual and emotional pressure.

**Honour Based Violence** - The terms "honour crime" or "honour-based violence" or "izzat" embrace a variety of crimes of violence (mainly but not exclusively against women), including assault, imprisonment and murder where their family or community punishes the person. They are being punished for actually, or allegedly, undermining what the family or community believes to be the correct code of behaviour. In



transgressing this correct code of behaviour, the person shows that they have not been properly controlled to conform by their family and this is to the “shame” or “dishonour” of the family.

**Ill Treatment and Wilful Neglect** - An allegation of abuse or neglect of an adult at risk who does not have capacity to consent on issues about their own safety will always give rise to action under the Safeguarding Adults process. Subsequent decisions will then be made in their best interests in line with the Mental Capacity Act and Mental Capacity Act Code. Section 44 of the Act makes it a specific criminal offence to wilfully ill-treat or neglect a person who lacks capacity. See <http://www.legislation.gov.uk/ukpga/2005/9/section/44>

**Mate Crime** - when “vulnerable people are befriending by members of the community who go on to exploit and take advantage of them” (Safety Network Project, ARC). It may not be an illegal act, but it still has a negative effect on the individual. A mate crime is carried out by someone the adult knows, and it often happens in private.

**Radicalisation** - The process of a person being influenced or coerced into supporting violent extremism including terrorism.

**Human trafficking** - is the recruitment, transportation, transfer, harbouring or receipt of people through force, fraud, coercion or deception, with the aim of exploiting them for profit.

**Sexual exploitation** - is any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another. It includes but is not limited to exchanging money, employment, goods or services for sex. This includes transactional sex regardless of the legal status of sex work in the country. It also includes any situation where sex is coerced or demanded by withholding or threatening to withhold goods or services or by blackmailing.

**County lines** - A common feature in county lines drug supply is the exploitation of young and vulnerable children and adults. The dealers will frequently target children and adults - often with mental health or addiction problems - to act as drug runners or move cash so they can stay under the radar of law enforcement.

In some cases, the dealers will take over a local property, normally belonging to a vulnerable person, and use it to operate their criminal activity from. This is known as **cuckooing**.

People exploited in this way will quite often be exposed to physical, mental and sexual abuse, and in some instances will be trafficked to areas a long way from home as part of the network's drug dealing business

**Hate crime** - Hate crime is defined as ‘any criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice towards someone based on a personal characteristic.



There are 5 centrally monitored strands of hate crime: race or ethnicity, religion, sexual orientation, disability, transgender identity.

**Cyber bullying** – is unwanted, repeated, aggressive, negative behaviour that takes place over digital devices. It includes sending, posting or sharing negative, harmful, false or mean content about someone else. Cyberbullying can also include sharing personal or private information about someone else causing embarrassment or humiliation. Some cyber bullying crosses the line into unlawful or criminal behaviour.

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

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 a spouse, relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

Often the perpetrator is known to the adult and may be in a position of trust and/ or power.

## **Signs and Indicators of Abuse and Neglect**

An adult may confide in a member of staff, volunteer or another participant or beneficiary at the charity that they are experiencing abuse inside or outside of the setting. Similarly, others may suspect that this is the case.

There are many signs and indicators that may suggest someone is being abused or neglected. There may be other explanations, but they should not be ignored. The signs and symptoms include but are not limited to:

- Unexplained bruises or injuries – or a lack of medical attention when an injury is present.
- Person has belongings or money going missing.
- Person is not attending / no longer enjoying their sessions. You may notice that a participant has been missing from sessions and is not responding when contacted.
- Someone losing or gaining weight, an unkempt appearance or deterioration of hygiene.
- A change in the behaviour or confidence of a person. For example, a beneficiary may be looking quiet and withdrawn when their relative comes to collect them from sessions, in contrast to their session facilitator whom they greet with a smile.
- They may self-harm.
- They may have a fear of a particular group of people or individual.
- A parent/ carer always speaks for the person and doesn't allow them to make their own choices.
- They may be overly secretive about online viewing.
- They may tell you / another person they are being abused – i.e. a disclosure.



## Wellbeing Principle

The concept of 'well-being' is threaded throughout UK legislation and is part of the law about how health and social care is provided. Our well-being includes our mental and physical health, our relationships, our connection with our communities and our contribution to society.

Being able to live free from abuse and neglect is a key element of well-being.

The legislation recognises that statutory agencies have sometimes acted disproportionately in the past. For example, removing an adult at risk from their own home when there were other ways of preventing harm. In the words of Justice Mumby, "*What good is it making someone safe when we merely make them miserable?*" What Price Dignity? (2010).

For that reason any actions taken to safeguard an adult must take their whole well-being into account and be proportionate to the risk of harm.

## Person Centred Safeguarding/ Making Safeguarding Personal

The legislation also recognises that adults make choices that may mean that one part of our well-being suffers at the same expense of another – for example, moving away from friends and family in order to take a better job. Similarly, adults can choose to risk their personal safety – for example, to provide care to a partner with dementia who becomes abusive when they are disorientated and anxious.

None of us can make these choices for another adult. If we are supporting someone to make choices about their own safety we need to understand 'What matters' to them and what outcomes they want to achieve from any actions agencies take to help them to protect themselves.

The concept of 'Person centred safeguarding/ making safeguarding personal' means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety. Organisations work to support adults to achieve the outcomes they want for themselves. The adult's views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent harm. Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people's sense of self-worth and supports recovery from abuse.

If someone has difficulty making their views and wishes known, then they can be supported or represented by an advocate. This might be a safe family member or friend of their choice or a professional advocate.

## The Care Act 2014 - Principles of adult safeguarding

**Empowerment** – People being supported and encouraged to make their own decisions and informed consent.

**Prevention** – it is better to take action before harm occurs.

**Proportionality** – The least intrusive response appropriate to the risk presented.

**Protection** – Support and representation for those in greatest need.



Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

**Accountability** – Accountability and transparency in delivering safeguarding.

## **Mental Capacity and Decision Making**

We make many decisions every day, often without realizing. UK Law assumes that all people over the age of 16 have the ability to make their own decisions, unless it has been proved that they can't. It also gives us the right to make any decision that we need to make and gives us the right to make our own decisions even if others consider them to be unwise.

We make so many decisions that it is easy to take this ability for granted. The Law says that to make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision

A person's ability to do this may be affected by things such as learning disability, dementia, mental health needs, acquired brain injury and physical ill health.

Most adults have the ability to make their own decisions given the right support however, some adults with care and support needs have the experience of other people making decisions about them and for them.

Some people can only make simple decisions like which T-shirt to wear or can only make decisions if a lot of time is spent supporting them to understand the options. If someone has a disability that means they need support to understand or make a decision this must be provided. A small number of people cannot make any decisions. Being unable to make a decision is called "lacking mental capacity".

Mental capacity refers to the ability to make a decision at the time that the decision is needed. A person's mental capacity can change. If it is safe/ possible to wait until they are able to be involved in the decision making or to make the decision themselves.

For example:

- A person with epilepsy may not be able to make a decision following a seizure.
- Someone who is anxious may not be able to make a decision at that point.
- A person may not be able to respond quickly if they have just taken some medication that causes fatigue.

Mental capacity is important for safeguarding for several reasons.

Not being allowed to make decisions one is capable of making is abuse. For example, a disabled adult may want to take part in an activity but their parent who is their carer won't allow them to and will not provide the support they need. Conversely the adult may not seem to be benefitting from an activity other people are insisting they do.



Another situation is where an adult is being abused and they are scared of the consequences of going against the views of the person abusing them. It is recognised in the law as coercion and a person can be seen not to have mental capacity because they cannot make 'free and informed decision's'.

Mental capacity must also be considered when we believe abuse or neglect might be taking place. It is important to make sure an 'adult at risk' has choices in the actions taken to safeguard them, including whether or not they want other people informed about what has happened, however, in some situations the adult may not have the mental capacity to understand the choice or to tell you their views.

The principles for how we make decisions for people who are unable to make decisions for themselves are:

- We can only make decisions for other people if they cannot do that for themselves at the time the decision is needed.
- If the decision can wait – wait, e.g. to get help to help the person make their decision or until they can make it themselves.
- If we have to make a decision for someone else then we must make the decision in their best interests (for their benefit) and take into account what we know about their preferences and wishes.
- If the action we are taking to keep people safe will restrict them then we must think of the way to do that which restricts to their freedom and rights as little as possible.

Many potential difficulties with making decisions can be overcome with preparation. A person needing support to help them make decisions whilst accessing services will ordinarily be accompanied by someone e.g. a family member or formal carer whose role includes supporting them to make decisions.

It is good practice to get as much information about the person as possible. Some people with care and support needs will have a 'One page profile' or a 'This is me' document that describes important things about them. Some of those things will be about how to support the person, their routines, food and drink choices etc. but will also include things they like and don't like doing. It's also important to have an agreement with the person who has supported the person into services about how different types of decisions will be made on a day to day basis.

If a person has a lot of difficulty making their own decisions is thought to be being abused or neglected you will need to refer the situation to the Local Authority, and this should result in health or social care professionals making an assessment of mental capacity and/ or getting the person the support they need to make decisions.

There may be times when an organisation needs to make decisions on behalf of an individual in an emergency. Decisions taken in order to safeguard an adult who cannot make the decision for themselves could include:

- Sharing information about safeguarding concerns with people that can help to protect them.
- Stopping them being in contact with the person causing harm.

## **Recording and Information Sharing**

The charity must comply with the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR).



Information about concerns of abuse includes personal data. It is therefore important to be clear as to the grounds for processing and sharing information about concerns of abuse.

Processing information includes record keeping. Records relating to safeguarding concerns must be accurate and relevant. They must be stored confidentially with access to only those with a need to know.

Sharing information with the right people, is central to good practice in safeguarding adults. However, information sharing must only ever be with those with a 'need to know'. This does NOT automatically include the persons spouse, partner, adult, child, unpaid or paid carer. Information should only be shared with family and friends and / or carers with the consent of the adult or if the adult does not have capacity to make that decision and family/ friends/ carers need to know in order to help keep the person safe.

The purpose of data Protection legislation is not to prevent information sharing but to ensure personal information is only shared appropriately. Data Protection legislation allows information sharing within an organisation. For example:

- Anyone who has a concern about harm can make a report to an appropriate person within the same organisation, such as the Designated Safeguarding Lead or Deputy (DSL).
- Case management meetings can take place to agree to co-ordinate actions by the organisation.

There are also many situations in which it is perfectly legal to share information about adult safeguarding concerns outside the organisation. Importantly personal information can be shared with the consent of the adult concerned. However, the adult may not always want information to be shared. This may be because they fear repercussions from the person causing the harm or are scared that they will lose control of their situation to statutory bodies or because they feel stupid or embarrassed. Their wishes should be respected unless there are over-riding reasons for sharing information.

The circumstances when we need to share information without the adult's consent include those where:

- It is not safe to contact the adult to gain their consent – i.e. it might put them or the person making contact at further risk.
- You believe they or someone else is at risk, including children.
- You believe the adult is being coerced or is under duress.
- It is necessary to contact the Police to prevent a crime, or to report that a serious crime has been committed.
- The adult does not have mental capacity to consent to information being shared about them.
- The person causing harm has care and support needs.

When information is shared without the consent of the adult this must be explained to them, when it is safe to do so, and any further actions should still fully include them.

If you are in doubt as to whether to share information seek advice e.g. seek legal advice and / or contact the Local Authority and explain the situation without giving any personal details about the person at risk or the person causing harm.

Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not to share information.



## **Multi-Agency Working**

Safeguarding adults' legislation gives the lead role for adult safeguarding to the Local Authority. However, it is recognised that safeguarding can involve a wide range of organisations.

The charity may need to cooperate with the Local Authority and / or the Police including to:

- Provide more information about the concern raised.
- Provide a safe venue for the adult to meet with other professionals e.g. Police, Social Workers, Advocates, etc.
- Attend safeguarding meetings.
- Coordinate internal investigation, e.g. complaints, disciplinary, with investigations by the Police or other agencies.
- Share information about outcomes of internal investigations.
- Provide a safe environment for the adult to continue attending the service, activity or their role in the organisation.

## **Responding to Allegations of Abuse Against a Staff Member or Volunteer**

All allegations against staff, supply staff, volunteers and contractors will be managed in line with the charity's Allegations of Abuse Against Staff Policy, a copy of which will be provided to, and understood by, all staff. The charity will ensure all allegations against staff, including those who are not employees of the charity, are dealt with appropriately and that the charity liaises with the relevant parties.

When managing allegations against staff, the charity will recognise the distinction between allegations that meet the harms threshold and allegations that do not, also known as "low-level concerns", as defined in the charity's Low Level Concerns Policy.

## **Designated Safeguarding Lead (DSL) Role and Responsibilities**

St Chads Community Project has a named person who is responsible for dealing with any concerns about the safeguarding of adults. In their absence Designated Safeguarding Lead Deputies will be available to consult with. The DSL or Deputy will contact the relevant Health and Social Care department and / or the Safeguarding Adults Unit in the relevant Local Authority directly.

The DSL has a duty to:

- Work with others within the charity to create a positive inclusive environment.
- Play a lead role in developing and establishing the charity's approach to safeguarding adults and in maintaining and reviewing the charity's implementation plan for safeguarding adults in line with current legislation and best practice.
- Coordinate the dissemination of the safeguarding adults' policies, procedures and resources throughout the charity.
- Ensure the St Chads Community Project Safeguarding Adults Policy and procedures are followed and act as a source of advice on safeguarding matters.



- Contribute to ensuring other policies and procedures are consistent with the charity's commitment to safeguarding adults.
- Advise on the charity's training needs and the development of its training strategy.
- Ensure that everyone involved with the charity 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.
- Receive reports of and manage cases of abuse reported to the charity – including an appropriate recording system.
- Ensure that concerns are acted on, clearly recorded in writing and referred to the appropriate body.
- Work in collaboration with the CEO over individual complex cases involving allegations against an employee or volunteer.
- Reinforce the utmost need for confidentiality and to ensure that everyone involved with the charity 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 Urgent referrals are reported immediately by those aware of them, even if the named person and the named deputies are not available. It is the role of the Designated Safeguarding Lead to ensure that all staff and volunteers know how to do this.
- Follow up any referrals or allegations, ensure verbal and telephone referrals are made in writing, and ensure the issues have been addressed.
- Ensure that any records are kept safely, securely and in line with data protection requirements.
- Represent the charity at external meetings related to safeguarding.

## **Training, Induction and One to One Meetings of Staff and Volunteers**

St Chads Community Project will provide effective management for staff and volunteers through induction, supervision, support and training.

This policy will be included in the induction documents for all staff, trustees and volunteers. All personnel, through this document, will receive information and basic training in safe conduct and what to do if they have concerns about an adult, where to get advice and what to do if no-one seems to have taken their concerns seriously.

Safeguarding issues will be discussed and recorded in one to one meetings when appropriate.

Staff members will undergo adult safeguarding training at induction, which will be updated every 3 years and/or whenever there is a change in legislation.

The Designated Safeguarding Leads will be required to complete adult safeguarding training every 2 years.



## **Safeguarding Adult's Procedures**

St Chads Community project is committed to providing a safe environment for everyone to participate in the charity's services and activities. These procedures must be followed in any circumstances where an adult is at risk of harm.

This procedure details the steps to be taken in responding to any concern that an adult involved in the charity, or its services or activities, is at risk or is experiencing harm.

The procedures have two main sections:

Section 1: Reporting concerns – **everyone**

Section 2: What happens next – **for the Designated Safeguarding Lead (DSL) and charity response**

The information is presented in flow charts with accompanying text. Please refer to both as the text contains more detail.

### **Section 1**

#### **Reporting concerns about yourself**

If you are experiencing harm within St Chads Community Project, contact the Designated Safeguarding Lead (contact details at the beginning of this policy).

If you are in immediate danger or need immediate medical assistance, contact the emergency services on 999.

Please contact the Designated Safeguarding Lead (DSL). If you would prefer, please contact another member of staff who will help you raise the issue to the DSL.

If the DSL is implicated or you think there is a conflict of interest, then report to the CEO.

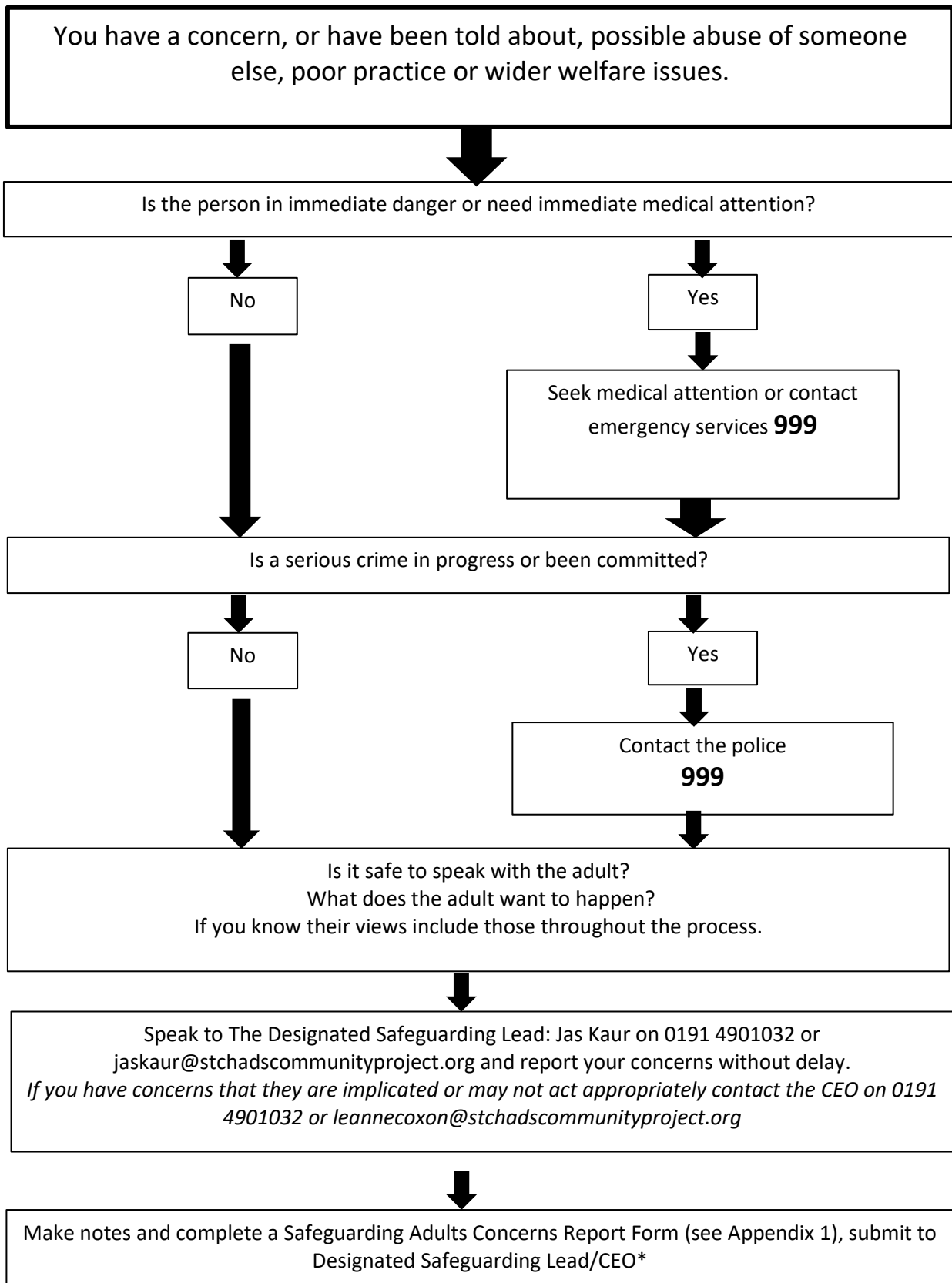
You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support.

St Chads Community Project will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be please either refer to the charity's Complaints Policy or contact the CEO.

At all stages you are welcome to have someone who you trust support you and help you to explain what happened and what you want to happen.

**It is of upmost importance to St Chads Community Project that you can take part in our services and activities safely and we will take every step to support you to do that.**

## Reporting Concerns About Others (Flowchart 1)



## Reporting concerns about others

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

**You should not keep safeguarding concerns to yourself. If you have concerns and/ or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact the Designated Safeguarding Lead or Deputy as soon as you can.**

If the Designated Safeguarding Lead or Deputy is implicated or you think has a conflict of interest, then report to the Chief Officer.

If you are concerned about harm being caused to someone else, please follow the guidance below.

- It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is however, everyone's responsibility to respond to and report concerns they have.
- If someone has a need for **immediate medical attention** call an ambulance on 999.
- If you are concerned someone is in **immediate danger** or a **serious crime** is being committed, contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- Remember to be person centred and make safeguarding personal. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to your Designated Safeguarding Lead. **Do not** contact the adult before talking to your Designated Safeguarding Lead if the person allegedly causing the harm is likely to find out.
- **Remember not to confront the person thought to be causing the harm.**

## Responding to a Direct Disclosure

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously.
- Stay calm.
- Listen carefully to what is said, allowing the adult to continue at their own pace,
- Be sensitive.
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you.
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next.
- Explain what you would like to do next.
- Explain that you will have to share the information with the Designated Safeguarding Lead.
- Ask for their consent for the information to be shared outside the organisation.



- Make an arrangement as to how you/the DSL can contact them safely.
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support).
- Act swiftly to report and carry out any relevant actions.
- Record in writing what was said using the adult's own words as soon as possible.

It is important **not** to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Tell everyone.

## Record Keeping

- Complete a Safeguarding Adults Report Form and submit to the DSL without delay.
- Describe the circumstances in which the concern came about and what action you took/ advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or overheard and opinions, in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the form.

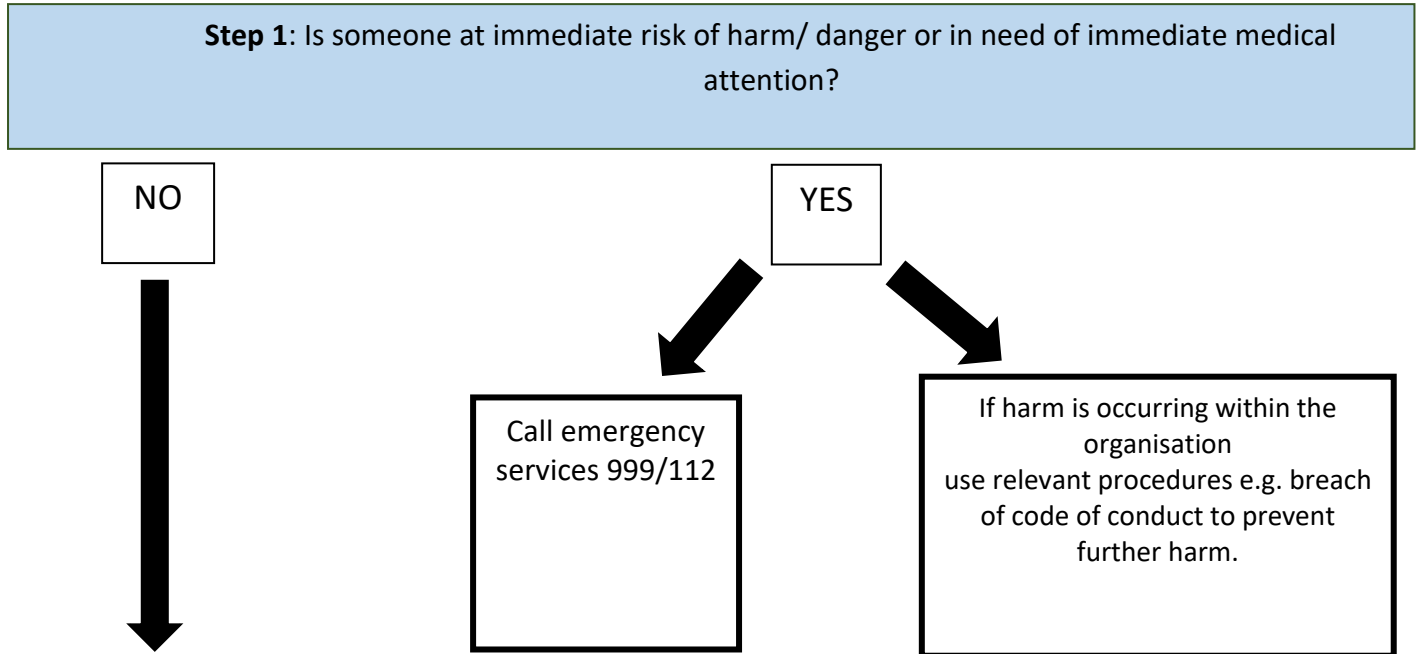
**Be mindful of the need to be confidential at all times.**

**This information must only be shared with your Designated Safeguarding Lead and only others that have a need to know – e.g. to keep the person safe whilst waiting for action to be taken.**

## Section 2

### Procedure for Designated Safeguarding Lead (Flowchart 2)

Steps 1-5 Initial response (as soon as you receive the safeguarding referral)



#### Step 2 – Safeguarding Report Details

If you have been sent a Safeguarding Adults Report Form check that you can understand what is written and that all the necessary parts have been completed

If you are being contacted directly request a completed Safeguarding Adults Report Form (staff and volunteers) or fill in the form with the person making the report (public/adult themselves)

#### Step 3- Person Making the Report

Inform, reassure and advise the person making the report e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.

#### Step 4- Person at Risk

What are the risks? What are the views of the adult? Are they an adult at risk? Do they need support to make decisions about their safety?

Do you need to contact the adult directly? Is it safe for you to do so?

#### Step 5 – Person at Risk

If it is safe to do so - ensure the person at risk has information about what will happen next. Make sure they have been given information about other organisations that can support them.

Steps 6-14 Taking action

**Step 6 – Consult and Decide**

As needed consult CEO, Local Authority/ the Police and decide which one of the following actions need to be taken.

**Step 7**

If a serious crime is suspected contact the police

Criminal enquiry, investigation, proceedings

**Step 8**

If you believe there is an 'adult at risk' make a safeguarding adults report to the Local Authority

Safeguarding adults process led by Local Authority

**Step 9**

If harm is suspected of being caused within e.g. by an employee, contracted worker or volunteer report to relevant manager/s

Organisation takes **short term steps** within relevant policy to **prevent harm** e.g. suspend employee, volunteer

**Step 10**

Consult with and inform the adult

**Step 11**

Take advice from and **coordinate actions** taken by St Chads Community Project with those of **other agencies**.  
**Attend and contribute to Safeguarding Adults strategy meetings**

**Step 12**

**Hold Case Management meeting with relevant staff** to coordinate actions by St Chads Community Project

**Possible outcomes: e.g.**

- Criminal Caution or Conviction
- Police referral back to organisation
- Referral to Independent Barring Board
- Unsubstantiated– no further action

**Possible outcomes e.g.**

- LA enquiries triggered
- Adult supported to 'make safeguarding personal'
- Other adults at risk identified
- Multi-agency meetings to coordinate actions
- New/changed care and support and protection plan for any adult at risk
- NOT an adult at risk – information and advice provided

**Possible outcomes: e.g.**

- Informal resolution
- Education and training
- Formal warning
- Dismissal
- Role conditions applied
- Contract ended
- Referred to Independent Barring Board
- Unsubstantiated – no further action

**Possible Outcomes: e.g.**

- Adult receives information about the process
- Adult supported to have their views and experience heard
- Adult supported to gain support from other agencies
- Adult continues to participate in organisation/service

**Steps 13 and 14**

Recording and reporting  
Ensure decisions made, actions taken, and outcomes logged and reported



Once a concern has been passed to the Designated Safeguarding Lead, they will coordinate the charity's Safeguarding Adults Procedure (see Flowchart 2).

The DSL will keep clear records of decision making, actions taken, and the outcomes achieved. They will also collect feedback from the adult.

The DSL, where appropriate, in consultation with a relevant Case Management Group, will take the following actions:

### Immediate response

1. Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken.

If the risk is said to be due to the behaviour of an employee or other person involved in the organisation/activities use the relevant procedures (e.g. breach of code of conduct, breach of contract, disciplinary or grievance procedures) to prevent that person making contact with the adult being harmed.

2. If they have been sent a **Safeguarding Adults Report Form** check that they can understand what is written and that all the necessary parts have been completed.

If they are being contacted directly by a member of staff or a volunteer request that they complete a Safeguarding Adults Report Form if they have not already done so as soon as possible.

If the report is being made by the adult themselves or a member of the public the DSL will fill in the safeguarding report form themselves gaining the details with the person contacting them.

3. Inform, reassure, and advise the **person making the report** e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.
4. Consider what is known about the situation, what the risks are, what is known of **the views of the adult**, whether they have given their consent to the report being made and whether they might be considered to be an 'adult at risk'.

Find out whether the person making the report believes the adult has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion).

Decide if you need to **contact the adult** to get more information, determine their wishes, or explain what actions you need to take.

5. Ensure that the **adult has been given information** about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them.

**The DSL will ONLY do this if they have a known safe way of contacting them.**

## **Taking action**

*In all situations the DSL should ensure those in the charity who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation they may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.*

### **6. Consult and Decide**

If necessary, consult with a relevant Case Management Group for example CEO, Family Support Worker and with the Local Authority/the Police and decide which of the following actions need to be taken.

### **7. Contact the police (where the crime took place)**

**If:**

- a serious crime has been committed.
- a crime has been committed against someone without the mental capacity to contact the police themselves.
- the adult has asked you to make a report to the Police on their behalf because they are unable to themselves.

### **8. Make a referral/report to the Local Authority Safeguarding Adults Team or Multi-Agency Safeguarding Hub (MASH) (where the adult lives) if you believe they may be an adult at risk**

**AND**

- the adult appears not to have the mental capacity to make decisions about their own safety and well-being.
- the risk is from a person employed or volunteering in work with adults with care and support needs (including within a sports organisations).
- there are other 'adults at risk' (e.g. another family member, another beneficiary or other people using a service).
- the adult at risk lives in Wales or Northern Ireland (no consent required).
- the adult at risk lives in England or Scotland and they have asked you to make a report or have given their informed consent to you making it.

If a child is at risk the DSL must also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives.

If the DSL is unsure whether or not to make a referral/report they can ask for advice by contacting the Local Authority Safeguarding Adults Team/Multi-agency Safeguarding Hub and discuss the situation with them without disclosing the identity of the adult or the person who may be causing harm.

### **9. Use policy and procedures to stop harm within the organisation**

If the person who may be causing harm is a person involved in the charity in whatever capacity inform the CEO.

Decide what policy and procedures the charity will use to decide which actions will be taken e.g. breach of code of conduct, disciplinary procedures, breach of contract.

Agree what short term arrangements can be put in place to enable the adult, who may be being harmed, to be able to continue participating in the service/ activity.

The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

- 10.** If statutory agencies are involved **work together** with them to agree the next steps. E.g. the Police may need to interview an employee before a disciplinary investigation is conducted.

Attend and contribute to any safeguarding adults strategy or case meetings that are called by the Local Authority.

If statutory agencies say that they will not be taking any action in relation to a referral this should not stop the charity taking internal steps to safeguard the adult. E.g. the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, but the charity should still follow its disciplinary procedure.

- 11.** Decide who in the charity will **maintain contact with the adult** to consult with them, keep them informed and make sure they are receiving the support they need.

Unless advised not to by the Police or Local Authority, and only if there is a safe way to do so, contact the adult to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.

- 12.** Convene a **Case Management Group meeting** to coordinate actions internally to the charity:

- share information about what has happened with those within the charity who have a role in safeguarding the adult.
- share the views of the adult.
- share any actions being taken by the Police/Local Authority.
- agree who will coordinate between the charity and other agencies.
- decide what actions the charity will take.

These actions can include:

- Use of internal procedures such as breach of code of conduct/disciplinary procedures to address any behaviour that may have caused harm.
- Reporting any employee or volunteer found to have caused harm to the Disclosure and Barring Service.



- Communication with the adult about the safeguarding process, offering support to the adult and making any arrangements needed for them to continue their involvement with the charity/ service/ activity.
- Offering support to staff, volunteers and beneficiaries affected by the circumstances.
- Ensuring senior managers are updated as needed.

**13.** Case management group meeting must be recorded so that decision making is transparent, and actions agreed are followed. Follow up meetings should be held as necessary until the actions needed are complete.

**14.** Ensure records are complete and stored securely. Collate monitoring information, including feedback from the person who is at risk of harm and report to CEO as requested.



## Appendix 1 - Safeguarding Adults Report Form

To be completed as fully as possible if you have concerns regarding an adult.

If it is safe to do so, it is important to inform the adult about your concerns and that you have a duty to pass the information onto the Designated Safeguarding Lead. The Designated Safeguarding Lead will then look at the information and start to plan a course of action.

Section 1 – Details of adult (you have concerns about)	
Name of adult	
Address	
Date of Birth/ Age	
Contact number	
Emergency contact if known	
Consent to share information with emergency contact?	
Does the adult have any care or support needs? Please give details	
Are you aware that there have there been any previous referrals made in relation to this adult at risk?	
Section 2 – Details of the person completing this form/ Your details	
Name	
Contact phone number(s)	
Email address	
Line manager or alternative contact	
Your Role in organisation	
Section 3 – Details of concern	
Physical abuse <input type="checkbox"/> Sexual abuse <input type="checkbox"/> Psychological abuse <input type="checkbox"/> Financial/material abuse <input type="checkbox"/> Discriminatory abuse <input type="checkbox"/> Organisational abuse <input type="checkbox"/> Neglect & acts of omission <input type="checkbox"/> Domestic abuse/ violence <input type="checkbox"/> Modern slavery <input type="checkbox"/> Self neglect <input type="checkbox"/> Other <input type="checkbox"/>	

Please explain below why you are concerned. Please give details about what you have seen/been told/other that makes you believe the adult is at risk of harm, or is being abused or neglected (include dates/times/evidence from records/photos etc.)

If the incident relates to domestic abuse/violence, has the MARAC Checklist (CAADA-DASH) been completed? Yes  No

Date/ Time	What happened

**Section 5 – Details of the person thought to be causing harm (if known)**

Name	
Address	
Date of Birth/Age	
Relationship/connection to adult	
Role in organisation if applicable	
Do they have contact with other adults at risk or children in another capacity? E.g. in their work/family/as a volunteer	
Are you aware that there have there been any previous	

referrals made in relation to this alleged perpetrator?	
<b>Section 6 - Have you discussed your concerns with the adult at risk? What are their views, What have they stated about what they want to happen and what outcomes they want?</b>	
<b>Section 6A – Reasons for not discussing with the adult</b>	
Discussion would put the adult or others at risk. Please explain:	
Adult appears to lack mental capacity. Please explain:	
Adult unable to communicate their views. Please explain:	
<b>Section 7 – Risk to others</b>	
<p>Are any other adults at risk Yes/No/Not known – delete as appropriate</p> <p>If yes please fill in another form answering questions 1-6</p>	
<p>Are any children at risk Yes/No/Not known Delete as appropriate</p> <p>If yes please fill in a safeguarding children referral form and attach to this.</p>	
<b>Section 8 – What action have you taken if any /agreed with the adult to reduce the risks?</b>	
<p>Actions by charity: e.g. person causing harm suspended, session times changed.</p>	



Section 9: Other agencies contacted	Who contacted/reference number/contact details/advice gained/action being taken
Police	
Ambulance	
Other – please state who and why:	
Section 10: Contact with other people within charity	
Who else has been informed of this issue? – and what was the reason for information sharing	
Consultation with Designated Safeguarding Lead	Dates and times
Completed form given to Designated Safeguarding Lead; Date and time	
Signed:	
Date:	

OFFICE USE ONLY
Section 11 – Sharing the concerns (To be completed by Designated Safeguarding Lead)
Details of your contact with the adult at risk of harm. Have they consented to information being shared outside of the charity?

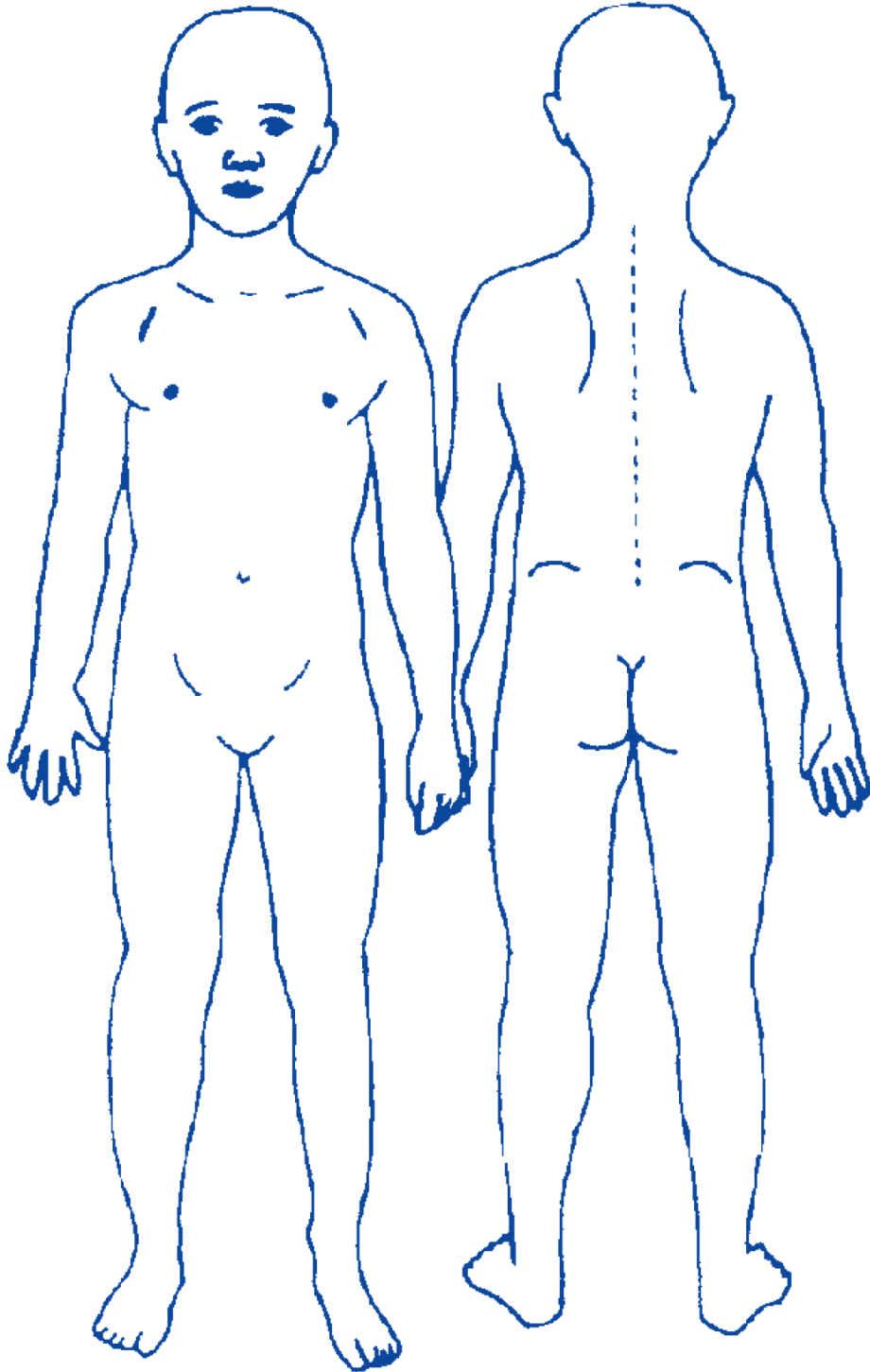


Details of contact with the Local Authority Safeguarding Team/MASH where the adult at risk of harm lives – advice can be still sought without giving personal details if you do not have consent for a referral.

Details of any other agencies contacted:

Details of the outcome of this concern:

**This document contains personal and sensitive information, when completed it will be stored securely according to the Records Management Policy.**





## Appendix 2 – Sources of information and support

### Gateshead

Safeguarding Adults duty worker on 0191 433 2222 (for queries).

Adult Social Care Direct on 0191 433 7033 (for referrals).

To report concerns about an adult online -

<https://www.gatesheadsafeguarding.org.uk/article/9180/Report-concerns-about-an-adult>

-Gateshead Safeguarding Adults Board Multi-Agency policies and procedures

<https://www.gatesheadsafeguarding.org.uk/article/9286/Multi-agency-policies-and-procedures>

### Newcastle

Community Health and Social Care Direct (8am-5pm) on 0191 278 8377.

Out of office hours service on 0191 278 7878 (for emergency social care needs).

-Newcastle Safeguarding Adults Board Multi-Agency policies and procedures

<https://www.newcastle.gov.uk/services/care-and-support/adults/report-suspected-adult-abuse-and-neglect/safeguarding-adults>

### Northumberland

All adult social care services in Northumberland can be contacted through on 01670 536 400.

Or email [socialcare@northumbria.nhs.uk](mailto:socialcare@northumbria.nhs.uk)

### North Tyneside

Gateway Service on 0191 643 2777 (office hours)

0191 200 6800 (evenings and weekends)

To report concerns about an adult online -

<https://mycare.northtyneside.gov.uk/web/portal/pages/worriedadult#assess>

-North Tyneside and Northumberland Safeguarding Adults Board Multi-Agency policies and procedures

<https://www.northumberland.gov.uk/NorthumberlandCountyCouncil/media/Health-and-social-care/Care%20support%20for%20adults/safeguarding%20adults/Northumberland-and-North-Tyneside-Safeguarding-Adults-Information-Sharing-Agreement.pdf>

### South Tyneside

Call the Let's Talk team:

0191 424 6000 (Monday to Thursday - 8.30am to 5pm, Friday - 8.30am to 4.30pm)

0191 456 2093 (outside of the above office hours)

-South Tyneside policies and procedures

<https://www.southtyneside.gov.uk/article/55986/Polices-and-procedures->

### Durham

Call Social Care Direct 24 hours a day on 03000 267 979.

### Redcar/Cleveland

Contact Redcar & Cleveland Adult Social Care on 01642 065070.

01642 524552 (outside of office hours).

### If the referral is urgent:

If you think an adult is at risk now, you should contact the police on telephone 999.



## **Additional Information and Support**

### **Action on Elder Abuse**

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Phone: 020 8765 7000

Email: [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)

[www.elderabuse.org.uk](http://www.elderabuse.org.uk)

### **Ann Craft Trust (ACT)**

A national organisation providing information and advice about adult safeguarding. ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector.

Phone: 0115 951 5400

Email: [Ann-Craft-Trust@nottingham.ac.uk](mailto:Ann-Craft-Trust@nottingham.ac.uk)

[www.anncrafttrust.org](http://www.anncrafttrust.org)

### **Citizens Advice Gateshead**

Provide free and impartial advice and information

For general advice phone: 0808 278 7902

For debt advice Phone: 0191 490 4248

[www.citizensadvicegateshead.org.uk](http://www.citizensadvicegateshead.org.uk)

### **Men's Advice Line**

For male domestic abuse survivors

Phone: 0808 801 0327

### **National LGBT+ Domestic Abuse Helpline**

Phone: 0800 999 5428

### **National 24Hour Freephone Domestic Abuse Helpline numbers:**

#### **-England**

Phone: 0808 2000 247

[www.nationaldahelpline.org.uk/Contact-us](http://www.nationaldahelpline.org.uk/Contact-us)

#### **-Scotland**

Phone: 0800 027 1234

Webchat: [sdafmh.org.uk](http://sdafmh.org.uk)

#### **-Northern Ireland**

Phone: 0808 802 1414

[www.dsahelpline.org](http://www.dsahelpline.org)

#### **-Wales**

Phone: 0808 8010800

### **Northumbria Police**

Phone: 101



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

### **NCVO safeguarding information**

<https://knowhow.ncvo.org.uk/safeguarding/>

### **Rape Crisis Federation of England and Wales**

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: [info@rapecrisis.co.uk](mailto:info@rapecrisis.co.uk)

[www.rapecrisis.co.uk](http://www.rapecrisis.co.uk)

### **Respond**

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.

Phonel: 020 7383 0700 or

0808 808 0700 (Helpline)

Email: [services@respond.org.uk](mailto:services@respond.org.uk)

[www.respond.org.uk](http://www.respond.org.uk)

### **Stop Hate Crime**

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Phone: 0800 138 1625

Web Chat: [www.stophateuk.org/talk-to-us/](http://www.stophateuk.org/talk-to-us/)

### **Suzy Lamplugh Trust**

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Phone: 020 839 21839

Email: [info@suzylamplugh.org](mailto:info@suzylamplugh.org)

[www.suzylamplugh.org](http://www.suzylamplugh.org)

### **Victim Support**

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Phone: 0808 168 9111

[www.victimsupport.com](http://www.victimsupport.com)

### **Women's Aid Federation of England and Wales**

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

[www.womensaid.org.uk/information-support](http://www.womensaid.org.uk/information-support)