



Linskill and North Tyneside Community Development Trust

Adult Safeguarding Strategy, Policy and Procedures

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1. Introduction

LNTCDT welcomes and encourages the involvement of people from all walks of life in our work. From time to time this may bring us into contact with 'adults at risk' who access our services as volunteers, beneficiaries of volunteers, or members of voluntary and community groups.

The purpose of this strategy and policy is to:

- protect adults at risk of abuse or neglect who access our services
- provide clear guidance on our approach to safeguarding adults at risk.

This strategy and policy apply to all paid staff, volunteers and Trustees, at all levels within the organisation, and extends to sessional workers, agency staff, students or anyone else acting on behalf of LNTCDT. The strategy and policy have been developed in line with the work of the North Tyneside Adult Safeguarding Board:

<https://my.northtyneside.gov.uk/category/1033/safeguarding-adults>

Details of the types of abuse that adults at risk may experience are provided in Appendix 1.

2. Definition of an Adult at Risk

An adult at risk is defined by the Care Act 2014 as a person who

- Has needs for care and support (whether or not the local authority is meeting those needs).
- Is experiencing, or at risk of abuse or neglect **and**
- As a result of those needs is unable to protect himself or herself against the abuse or neglect or risk of it.

3. Our Commitment

LNTCDT takes seriously our safeguarding responsibilities and is committed to:

- Reporting and acting upon safeguarding concerns in a timely way.
- Prioritising the dignity, safety and well-being of adults at risk.
- Having our own internal operational procedures to complement this policy.
- Ensuring support to staff raising concerns by whistle-blowing.
- Ensuring all staff, including volunteers and Trustees, and others working on LNTCDT's behalf, understand their roles and responsibilities in regard to safeguarding.
- Ensuring that staff and volunteers have access to training and support appropriate to their safeguarding responsibilities.
- DSOs have Adult Safeguarding Training provided by the local authority and regularly disseminate good practice and new information regarding adult safeguarding at staff meetings. All staff, including volunteers and trustees are provided with the link to Abuse Hurts booklet or are provided with a hard copy.

4. Designated Safeguarding Officer (DSO)

LNTCDT has a named Designated Safeguarding Officer (DSO) as well as a Deputy (see Appendix 4). There is a Safeguarding Representative on the Board of Trustees.

Purpose of the DSO role:

Strategic: To take the lead role in ensuring that appropriate arrangements are in place at LNTCDT for keeping safe adults who are at risk.

Operational: To promote the safety and welfare of adults at risk who are using LNTCDT's services.

Duties and responsibilities

1. Ensure that all issues concerning the safety and welfare of adults at risk who access LNTCDT are properly dealt with through policies, procedures and administrative systems.
2. Make sure that all staff, including volunteers and Trustees, are made aware of the legislation, policies and procedures and what they should do if they have concerns about an adult at risk.
3. Receive and record information from anyone who has concerns about an adult at risk who accesses LNTCDT.
4. With support from management, take the lead on dealing with information that may constitute an adult safeguarding concern. This includes assessing and clarifying the information, and taking decisions where necessary in consultation with colleagues, the Chair of the Trustees and statutory safeguarding agencies.
5. Consult with, pass on information to and receive information from statutory agencies, such as the Adult Social Care team and the police. This includes making formal referrals to these agencies when necessary.

6. Offer support to staff and volunteers who have been involved in a safeguarding matter.
7. Be familiar with and work within local inter-agency adult safeguarding procedures developed by the local safeguarding boards.
8. Be familiar with issues relating to safeguarding and abuse, and keep up-to-date with new developments in this area.
9. Attend training on issues relevant to safeguarding from time to time and share knowledge from that training with staff and Trustees.

5. Responding to Concerns

Safeguarding is everyone's responsibility. All paid staff, volunteers, Trustees and others acting on behalf of LNTCDT have a duty to report any safeguarding concerns in line with the guidance provided below.

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 any secrets.
- Let them know what will happen next.
- Share this information immediately, or as soon as possible, with LNTCDT's Designated Safeguarding Officer.

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

- If medical assistance is required inform the customer service team and they will call a Designated 1st Aider (
- Call the police if you believe a crime has been committed (999, or 101 if not an emergency – [9999 or 9101]).
- Preserve evidence.
- Keep yourself, staff, volunteers and service users safe.

- Inform LNTCDT's Designated Safeguarding Officer as soon as possible.

How to Record a Safeguarding Allegation

When making a record of a safeguarding incident or allegation you should:

- Write down exactly what you are told or have seen.
- Use the exact words of the person telling you, not your own.
- Include times of incident.
- Include the type of alleged abuse.
- Include the location of the alleged abuse.
- Make it clear who said what and when.
- Write down everything you saw, keep it factual.
- Write down people's names in full, explaining who they are.
- Be accurate - write down facts as they happened, be unbiased/do not take sides, do not ask leading questions, use the phrases 'tell me about it, explain that to me, describe that'.
- Share your concerns with LNTCDT's Designated Safeguarding Officer immediately, providing them with a fully completed Safeguarding Report form (Appendix 2).

What happens next?

All situations of abuse or alleged abuse will be discussed with LNTCDT's Designated Safeguarding Officer or their Deputy as soon as possible. If the person sharing the information feels unable to raise this concern with the Designated Safeguarding Officer or their Deputy then concerns can be raised with LNTCDT's Chief Executive or directly with the Adult Social Care Gateway Team. The alleged victim will be told that this will happen. This stage is called the 'Alert'.

When LNTCDT's Designated Safeguarding Officer receives a safeguarding alert they will review the information to make sure they have sufficient and accurate details. 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 by the Designated Safeguarding Officer to the Adult Social Care Gateway Team. If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.

- Adult Social Care Gateway Team: Tel: 0191 643 2777 (office hours) or 0330 333 7475 (evenings and weekends)
- Online referral form:

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

6. Adolescent to Parent Violence and Abuse (APVA)

Child on Parent Violence (CPV) or Adolescent to Parent Violence and Abuse (APVA) is a form of domestic abuse. It is any behaviour used by a young person to control, dominate or coerce parents/parent. It is intended to threaten and intimidate and puts family safety at risk. Whilst it is normal for adolescents to demonstrate healthy anger, conflict and frustration drawing their transition from childhood to adulthood, anger should not be confused with violence. Violence is about a range of behaviours including non-physical acts aimed at achieving ongoing control over another person by instilling fear.

It is recognised that it can be a child that is exhibiting abusive behaviour and is not exclusive to teenage behaviour.

In some incidences, this behaviour can emerge if the young person has witnessed domestic abuse directed toward a parent from the other parent or partner.

North Tyneside delivers the RESPECT programme which supports families where there is adolescent to parent violence and abuse. This is accessed via a referral system.

A RESPECT team referral can be sourced by ringing the Frontdoor on 0345 2000 109. Option 3 or 4 should be selected to report a concern as the concern is equally regarding the child/young person as it is for the adult.

7. Dealing with concerns, suspicions, allegations or disclosures involving a LNTCDT employee or LNTCDT volunteer

<https://mycare.northtyneside.gov.uk/web/portal/pages/safeguardingreport>

Where it is suspected that an employee or volunteer may be involved in the abuse, employees and volunteers will let the Designated Safeguarding Lead (DSL) know as soon as possible and certainly within 24 hours. The employee or volunteer will be immediately removed from access to children and young people but be assured that no presumptions have been made and that the allegation will be fully investigated by the LADO – Local Authority Designated Officer. LNTCDT Whistle Blowing Policy will be adhered to.

If gross misconduct is reasonably suspected, it may be appropriate to ask them not to attend the office or property at all while the matter is under investigation (suspended on full pay if an employee). Once the LADO enquiry has concluded, the Chief Executive of LNTCDT will decide what further action is appropriate in conjunction with LNTCDT's other relevant policies. (For example, policies in Grievance, Discipline and Complaints for employees and LNTCDT's Volunteers Policy for volunteers).

Reporting to LNTCDT's Board

The Board of Trustees have ultimate responsibility for the organisation and it is important to keep the Board fully informed when a serious allegation is made against a LNTCDT employee or volunteer. An initial report will, in the first instance, be made by the Chief Executive to the Chair of the Board to decide how to proceed. Each case must be decided on an individual basis and the Board may take further advice and may need to refer to other policies and procedures such as Whistle Blowing Protocol and the Disciplinary Procedure.

LNTCDT will ensure that any allegations made against members of staff will be dealt with swiftly.

8. Information Sharing

To ensure clear information sharing LNTCDT is committed to the simple process of sharing relative information and follows the seven "Golden Rules" for information sharing taken from the HM Government Information Sharing Advice package (July 2018).

1. Remember that the General Data Protection Regulation (GDPR), Data Protection Act 2018 and human rights law are not barriers to justified information sharing but provide a

framework to ensure that personal information about living persons is shared appropriately.

2. Be open and honest with the individual (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
3. Seek advice from other practitioners, or your information governance lead, if you are in any doubt about sharing the information concerned, without disclosing the identity of the person where possible.
4. Where possible, share with consent and, where possible, respect the wishes of those who do not consent to having their information shared. Under the GDPR and Data Protection Act 2018 you may share information without consent if, in your judgement, there is a lawful basis to do so, such as where safety may be at risk. You will need to base your judgement on the facts of the case. When you are sharing or requesting personal information from someone, be clear of the basis upon which you are doing so. Where you do not have consent, be mindful that an individual might not expect information to be shared.
5. Consider safety and well-being: base your information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions.
6. Necessary, proportionate, relevant, accurate, timely and secure: ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up to date, is shared in a timely fashion, and is shared securely.
7. Keep a record of your decision and the reasons for it - whether it is share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

8. Document Details

Appendix 1: Types of Abuse

Physical abuse includes hitting, shaking, throwing, poisoning or misuse of medications, burning or scalding, drowning, suffocating or otherwise causing physical harm.

Sexual abuse including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, sexual exploitation and sexual assault or sexual acts to which the vulnerable adult has not consented, could not consent to or was pressured into consenting.

Psychological or Emotional abuse includes threats of harm, bullying or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, withholding affection, shouting and deprivation of privacy or unreasonable or unjustified withdrawal from services or support networks.

Neglect and acts of omission include ignoring medical or physical care needs, failure to provide access to appropriate health care, social care or educational services. Withholding of the necessities of life such as medication, adequate nutrition and heating.

Financial or material abuse includes theft, fraud and internet scamming exploitation. Pressure that is applied in connection with wills, property or inheritance, financial transactions, or the misuse, or misappropriation of property, possessions or benefits.

Self-neglect covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Professional abuse is the misuse of power or trust and the failure of professionals to act on suspected abuse / crimes.

Organisational abuse is neglect and poor care practice within an organisation, care setting or in relation to care provided in a person's own home. This may be one-off incidents or ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Domestic abuse includes psychological, physical, sexual, financial, emotional and so called 'honour' based violence.

Modern Slavery encompasses slavery, 'human trafficking including County Lines exploitation, forced labour and domestic servitude.

Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies opportunity to some groups or individuals. It can feature in any form of abuse of an Adult at Risk. It can result from situations which exploit a person's vulnerability by treating them in a way that excludes them from opportunities or services they should have as an equal citizen. It is important to note that an individual may be targeted because of a particular characteristic and this may result in actions which are considered Hate Crime (also known as Mate Crime). This can be verbal abuse, threatening behaviour, deliberate 'outing', criminal damage, physical attack.

Radicalisation is the abusive process whereby adults with care and support needs are radicalised.

Appendix 2: Safeguarding Report Form

Safeguarding Report Form

Reporting concerns about an adult at risk: This form should be used in conjunction with the procedure for dealing with concerns about an adult at risk.

Details of adult

Name of adult:		
Gender	Age	Date of Birth
Ethnicity	Language	Additional needs
Home address:		

Your details

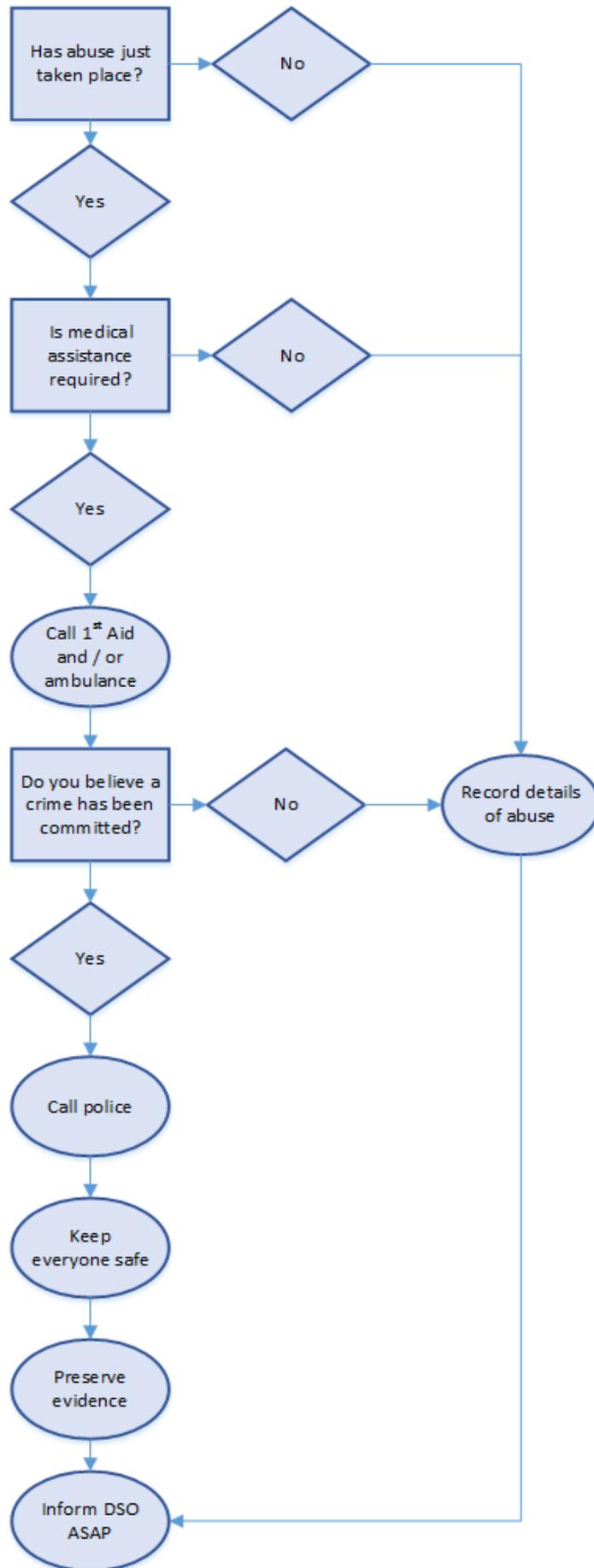
Your name:	Your position	Date and time of incident (if applicable)
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Are you reporting your own concerns or responding to concerns raised by someone else? Reporting own concerns Responding to concerns raised by someone else
If you are responding to concerns raised by someone else, please provide their name and position within the organisation:
Please provide details of the incident or concerns you have, including times, dates, description of any injuries, whether information is first hand or the accounts of others, etc.:
The adult's account/perspective:
Please provide details of anyone alleged to have caused the incident or to be the source of any concerns:
Provide details of anyone who has witnessed the incident or who shares the concerns:

<p>Summary of discussion with manager:</p>
<p>Has the situation been discussed with LNTCDT's Designated Safeguarding Officer? Yes/No</p> <p>If so please summarise the discussion:</p>
<p>If appropriate- have you spoken to the adult's parents/carers? Yes/No</p> <p>If so please summarise the discussion:</p>
<p>Have the following authorities been informed?</p> <p>Police: yes/no Date and time: Name and phone number of person spoken to:</p> <p>Local authority Adult Social Care Team: yes/no Date and time: Name and phone number of person spoken to:</p> <p>Action agreed with child protection authorities:</p>
<p>What has happened since referring to statutory agencies? Include the date and nature of feedback from referral, outcome and relevant dates:</p>

Signed	Date and time	Name and position

Appendix 3: Flowchart of procedures



Appendix 4: Current Designated Safeguarding Officers

Designated Safeguarding Officer (DSO)

Louise Cervantes
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Deputy Designated Safeguarding Officer (DDSO)

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Trustee Safeguarding Representative

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