

ADULT SAFEGUARDING IN SUNDERLAND

THIS INDIVIDUAL AGENCY GUIDANCE IS BEING USED BY

(INSERT NAME OF SERVICE / AGENCY)

TO SUPPORT ADULT SAFEGUARDING IN SUNDERLAND

Date of Completion:Author:

Guidance Note – Agencies need to insert their own details in each section highlighted in red. Guidance notes are added throughout this document in green to assist in its completion – these notes should be deleted from the final document. Please save the final version of this document in black font only.

1. Description of *(Insert name of external agency)*

This section is to be used to give a description of your agency including the services you provide and the Service User group you work with.

2. Principles of *(Insert name of external agency)*:

- 2.1 Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

Organisations should always promote the adult's wellbeing in their safeguarding arrangements. People have complex lives and being safe is only one of the things they want for themselves. Professionals should work with the adult to establish what being safe means to them and how that can be best achieved. Professionals and other staff should not be advocating "safety" measures that do not take account of individual well-being, as defined in Section 1 of the Care Act (2014).

- 2.1 *(Insert name of external agency)* adhere to the principles below:

Six Key Principles (Care Act 2014) underpin all adult safeguarding work:

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent. *"I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."*
- **Prevention** – It is better to take action before harm occurs. *"I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."*

- **Proportionality** – The least intrusive response appropriate to the risk presented. *“I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.”*
- **Protection** – Support and representation for those in greatest need. *“I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”*
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. *“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”*
- **Accountability** – Accountability and transparency in delivering safeguarding. *“I understand the role of everyone involved in my life and so do they.”*

2.2 Making Safeguarding Personal

Making Safeguarding Personal means it should be person-led and outcomes-focused. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

3.0 What does *(Insert name of external agency)* believe in?

3.1 *(Insert name of external agency)* believes that:

All individuals, whether living in, being cared for at/by, working at or visiting this service will be treated with respect for their individuality, human rights and dignity.

All individuals should conduct themselves in such a way that they do not cause offence to any other person.

Any abusive power or privilege whether by staff, visitors or people using services should be dealt with promptly.

4.0 Purpose and Aim of Individual Agency Guidance

4.1 *(Insert name of external agency)* safeguarding policy aims to provide clear direction regarding how we will respond to safeguarding concerns, whether they relate to adults or children.

4.2 The aim of this guidance is to ensure that everyone within *(Insert name of external agency)* knows how they can take action to protect people from harm. It applies to all members of staff and volunteers.

4.3 This remainder of the Individual Agency Guidance will contain two Parts.

Part One intends to make sure that everyone working in *(Insert name of external agency)* adheres to the Sunderland Safeguarding Adults Procedural Framework.

Part Two intends to make sure that everyone working in *(Insert name of external agency)* is aware of their duties with regards to children under Section 11 of the Children Act (2004).

5.0 *Please include the statement below to identify clearly where the procedures can be accessed. Where there is not the opportunity to access these online then a statement should also be included to state who should be contacted for an up to date version as printed copies are only current on the day they are printed and they will not reflect any amendments, changes or updates since the date of printing.*

Sunderland Safeguarding Adults procedural framework is available online at <http://sunderlandadults.proceduresonline.com>

For people unable to access the procedures online information relating to the Sunderland Safeguarding Adults Procedural Framework will be provided by contacting *(Insert name of person and their role in the agency)*. This ensures that in this *(Insert name of external agency)* up to date information is accessed. Printed copies of the Procedural Framework are only considered current on the day they are printed as they will not reflect any amendments, changes or updates since the date of printing.

6.0 Roles & Responsibilities within *(Insert name of external agency)*:

6.1 Alerter

An Alert is identified as an expression of concern, suspicion or allegation that an individual is at risk of or experiencing harm, abuse or neglect.

An Alerter is the person who raises the concern so anyone within the individual organisation/agency can be an Alerter.

The responsibility of the Alerter is to pass their concern or suspicion over to the Responsible Person within the individual organisation/agency as soon as possible.

6.2 Responsible Person

[The Responsible Person and Designated Adult Safeguarding Manager in partner agencies will need to manage the alert or disclosure in accordance with what they include in this Individual Agency Guidance and in accordance with the levels of responsibility as they determine linked to the procedures. Responsibility for ensuring assessment against the threshold matrix to identify the level of harm, completion of the referral form, coordination of the referral process, representation of the agency at strategy meetings and carrying out any associated actions and investigations for any individual partner agency needs to be clear. Suggestions are included below but this may need to be amended to reflect the internal agency expectations and requirements].

The person who receives the concern from the Alerter is called the Responsible Person.

It is the role of the Responsible Person to receive and review the information provided, and any action taken by the Alerter. Based on information gathered, the Responsible Person will determine whether abuse and/or neglect can or cannot be ruled out and whether or not the adult is eligible for support under the Safeguarding Adults Procedures. The Threshold Matrix and tiers of intervention, to inform decision making about the level of harm, will help them to differentiate between those situations which require instigation of the Safeguarding Adults Procedures and those which are low level, tier one incidents for which other processes may be more appropriate.

The Responsible Person completes the Safeguarding Adults referral form which should be forwarded to *(insert here the process and whether this goes directly to the Safeguarding and SCG Team or whether the form goes to the Designated Adult Safeguarding Manager and/or whether the Responsible Person should consult with the Designated Adult Safeguarding Manager).*

The Responsible Person will ensure appropriate safeguarding measures and the formulation of a Safeguarding Plan, support people and contribute to any strategy discussion/ meetings on behalf of a person or agency, making decisions and taking forward any actions including investigations and monitoring.

The Responsible Person is at an appropriate level of seniority and responsibility within this agency to ensure that they can make relevant decisions and take appropriate action(s) as necessary within the safeguarding process including taking forward actions agreed at strategy discussions/meetings or via an Enquiry Action Request.

The Responsible Person(s) for *(Insert name of external agency)* are as follows:

Please add any additional names, positions and contact details as required.

Name Position

Contact Details.....

Name Position

Contact Details.....

6.3 Designated Adult Safeguarding Manager

[The Responsible Person and Designated Adult Safeguarding Manager in partner agencies will need to manage the alert or disclosure in accordance with what they include in this Individual Agency Guidance and in accordance with the levels of responsibility as they determine linked to the procedures. Responsibility for ensuring assessment against the threshold matrix to identify the level of harm, completion of the referral form, coordination of the referral process, representation of the agency at strategy meetings and carrying out any associated actions and investigations for any individual partner agency needs to be clear. Suggestions are included below but this may need to be amended to reflect the internal agency expectations and requirements].

The Designated Adult Safeguarding Manager is someone who can act as a source of information and support for staff and volunteers within the organisation/agency, particularly in relation to how the safeguarding process operates within the individual organisation/agency. This person should be someone who can be contacted when staff or volunteers have queries or need advice or information about how the safeguarding process works within their agency. They should have particular expertise and knowledge in the safeguarding process.

The Designated Adult Safeguarding Manager is at an appropriate level of seniority and responsibility within the individual organisation/agency to ensure the responsible person is supported to carry out the responsibility expected of them in accordance with the safeguarding process.

The Designated Adult Safeguarding Manager(s) for *(Insert name of external agency)* are as follows:

Please add any additional names, positions and contact details as required.

Name Position

Contact Details.....

Name Position

Contact Details.....

7.0 Explanation for staff & volunteers about what safeguarding means?

This section is to be used by the individual organisation/agency to inform their staff and volunteers about Safeguarding. You should include the following but these are examples so you may want to add your own text under the headings.

7.1 Definition of Safeguarding

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances (Care Act 2014).

7.2 Who is eligible for support under Safeguarding Adults Procedures?

The safeguarding duties apply to an adult who:

- has 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.

7.3 Types of Abuse

The main forms of abuse as defined by the Care Act (2014) set out below (any or all of these types of abuse may be perpetrated as the result of deliberate intent, negligence or ignorance):

Exploitation, in particular, is a common theme in the following list of the types of abuse and neglect.

- Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

- Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.
- 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, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- Psychological abuse – including 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 supportive networks.
- Financial or material abuse – including theft, fraud, internet scamming, coercion 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.
- Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- Organisational abuse – 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 one’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 – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating
- Self-neglect – this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.

Incidents of abuse may be one-off or multiple, and affect one person or more. Professionals and others should look beyond single incidents or

individuals to identify patterns of harm, just as the Care Quality Commission, as the regulator of service quality, does when it looks at the quality of care in health and care services. Repeated instances of poor care may be an indication of more serious problems and of what we now describe as organisational abuse. In order to see these patterns it is important that information is recorded and appropriately shared.

8.0 What do staff/volunteers need to know

You need to know that *(Insert name of external agency)* will deal with any suspicion or allegations of abuse in line with Sunderland Safeguarding Adults' Procedural Framework. This will involve sharing information with other people to come to a decision about the best way to deal with the suspicion or allegation.

In some situations this may need to happen very quickly. If the allegation made suggests that a criminal offence has been committed the Police must be notified immediately. Their involvement and advice will be crucial at this stage. Any alert about a possible abusive situation may also give rise to disciplinary action; again depending on the circumstances this may be immediate. So for example, if a member of staff is observed hitting a service user, disciplinary action may be immediate to ensure service users are safeguarded while the investigation takes place.

If you bring forward any information about a suspicion or allegation of abuse, this information will be recorded and shared with other agencies through the safeguarding process. You may be asked further questions about the information you have provided and/or asked to make a formal statement about this. If you feel you cannot speak to anyone in your Agency about what you have seen or heard but want further advice about what to do, you can contact 0191 5205552.

You need to know that by sharing information in this way, you are helping this Agency to fulfil their duty of care. Although it is not always easy sharing information that is sensitive or that you may be unsure about, you will be showing you are taking your responsibility seriously, and the safeguarding process could well result in a safer environment for not only one individual but possibly many people.

9.0 What do I need to do should I wish to raise an Alert?

When you see or hear anything that raises for you a suspicion of harm, abuse or neglect, you must act as an Alerter and bring this to the attention of the Responsible Person within this Agency.

The Responsible Person(s) in this agency is **(Insert Name)**.

They will listen to what you have to say and review the situation including any safeguarding measures and any need for a Safeguarding Plan to be put in place. They will be responsible for completing a Safeguarding Adults referral form and identifying the level of harm using the Threshold Matrix as a guide to inform decision making. This will ensure that incidents are taken forward within the framework set out in the procedures.

If your concerns are about the person named as the Responsible Person, you should take this directly to the Designated Adult Safeguarding Manager who is *(insert name)*. If your concerns are also about this person you should contact 0191 5205552 and ask to speak to someone in the Safeguarding and Social Care Governance Team.

10. What do I need to consider at the time?

If you observe or hear anything that suggests an abusive situation might have occurred you do not need to make any judgements about the information you have, you do not need to make any further enquiries; you have to pass it on to the Responsible Person. As an Alerter listening to information about an allegation or suspicion of abuse you need to:

- Stay calm.
- Listen Patiently.
- Reassure the person that they are doing the right thing in telling you.
- Explain what will happen next.
- Let them know you will have to share the information and let them know someone else may wish to talk to them about it. This person will be **(Insert Name)** as the Responsible Person
- Treat the information that you have received seriously and do not share it with anyone else but the Responsible Person.

Whatever you feel when you hear a suspicion or allegation you must not:

- Appear shocked, disgusted or angry.
- Press the person for details; it is not your responsibility to conduct an investigation.
- Make comments or judgements other than to show sympathy and concern.
- Promise to keep it secret, as you have a duty to pass on information.
- Give the individual assurances that this type of incident will never happen again as such guarantees cannot be upheld.
- Contaminate evidence where an allegation of sexual assault has been made.
- Help anyone to bathe, wash, clothe or rearrange a room where an assault is alleged to have taken place.

When you are, as an Alerter, reporting to the Responsible Person try to give a full, factual account of the conversation and try to record as much detail as possible to assist with the investigation. Writing it all down as soon as you can helps you remember, and noting the exact words that may have been used to describe any abusive act or threats will help you describe what has happened to other people, but also help people who have to investigate the allegation.

11. What do I do if an Alerter brings information to me?

The first and foremost duty of the Responsible Person is to safeguard the individual who is the alleged Adult at Risk. You need to ensure that where required appropriate safeguarding measures and a safeguarding plan is in place. You need to decide within one working day whether in your opinion an adult at risk is experiencing, or at risk of abuse or neglect. If this is the case a Safeguarding Enquiry Referral Form (SERF) will need to be completed using the Threshold Matrix and tiers of intervention, to inform decision making about the level of harm. This will help to differentiate between those situations which require instigation of the safeguarding procedures and those which are low level, tier one incidents for which other processes may be more appropriate. The Safeguarding Enquiry Referral Form will need to be forwarded to the Safeguarding and Social Care Governance Team using any of the secure methods identified on the bottom of the form.

The process for this in *(insert agency)* is:

[Insert here the process for the agency; the statements below may be helpful deleting as appropriate or adding your own as per organisation expectations]

This referral form once fully completed can be forwarded directly, without delay by the Responsible Person to the Safeguarding and Social Care Governance Team. Internal organisation reporting procedures are *(insert here)*.

or

This referral form once completed should be forwarded without delay by the Responsible Person to the Designated Adult Safeguarding Manager who will review the information and forward to the Safeguarding and Social Care governance Team.

Or

[Any other process for the Responsible Person to be stated]

12. What will the Designated Adult Safeguarding Manager do?

The Designated Adult Safeguarding Manager is someone who can act as a source of information and support for staff and volunteers in

relation to how the safeguarding process operates within that agency. This person should be someone who can be contacted when staff or volunteers have queries or need advice or information. They should have particular expertise and knowledge in the safeguarding process.

The Designated Adult Safeguarding Manager will need to support the Responsible Person in management of the referral process and ensure the Responsible Person is clear about what the process is within the individual agency/organisation .

The process for this in (*insert agency name*) is:

[Insert here the process for the agency and role of the Designated Adult Safeguarding Manager; the statements below may be helpful deleting as appropriate or adding your own as per organisation expectations]

The process for forwarding will be *[enter here the process and who will send the referral in/ any internal process]*

13. What is a Safeguarding Manager and who does this?

The Safeguarding Manager is the designated person(s) within the Council's Safeguarding and Social Care Governance Team who coordinates the safeguarding process once a referral has been received. Following the application of the Threshold Matrix and subsequent referral indicating the level of harm a safeguarding manager will be appointed, review information available and where appropriate coordinate the safeguarding process. The Safeguarding Manager will request involvement from and consult with Alerter, Responsible Persons and Designated Adult Safeguarding Managers as appropriate to circumstances and in accordance with the procedures.

14. What happens after the referral?

As an Alerter you may be invited to any strategy meetings or be contacted by a Safeguarding Manager for additional information.

As the Responsible Person you have responsibility for supporting people and in contributing to any strategy discussion/ meetings on behalf of a person or agency, making decisions and taking forward any actions including investigations and monitoring.

As the Designated Adult Safeguarding Manager you have responsibility for supporting the Responsible Person in carrying out what is expected of them including providing advice, making decisions and taking forward any actions including investigations and monitoring, determining your level of involvement including contributing to any strategy discussion/ meetings, in accordance with (*insert agency name*) expectations and process and Sunderland Safeguarding procedures.

15. What happens after the strategy meeting and investigation process?

Depending on individual circumstances, the outcome can be one of many different things. It may be that some changes to the way people work have to be considered. It may mean that staff are subject to disciplinary action or re-training is identified as being necessary. It may be that the suspicions remain as suspicions but cannot be proven one way or the other, or the allegations are unfounded.

In some cases where the abuse and/or neglect has been serious, Police activity might result in a criminal prosecution. Some of the outcomes might take quite a while to resolve and it maybe that you are not given full information about what has happened, as the Safeguarding Manager and those involved in the process can only tell people what is happening on a “need to know” basis. They will share what they are able to, but you need to understand that there will be a lot of things that they cannot share with you. During this process everyone needs to be aware of the potential implications of an allegation for the people who are concerned with the service.

People may feel particularly vulnerable, they may be concerned that they had not been able to prevent the abuse or may be angry with people involved. Those involved with the process and with direct links to people concerned need to work with people and respond sensitively to the wide range of feelings that may arise and any increased support needs that may need to be provided to individuals in this situation.

16. Why should I use this guidance?

It is part of the duty of care that employers, employees and volunteers are responsible for bringing to the attention of a Responsible Person any suspicions or allegations of harm, abuse or neglect.

If you do not take any action it could be implied that you were in agreement with what was happening and find yourself the subject of disciplinary action.

(Insert name of external agency) has a Whistle Blowing Policy *[or equivalent policy name]* to encourage good practice and deter poor practice. If you do not have a copy of this policy it is available from **(Insert agency contact name/office here)**.

A full copy of the Sunderland Safeguarding Adults Procedural Framework is available on the website <http://sunderlandadults.proceduresonline.com>

By using this guidance you will be helping support people who are relying on you and helping to keep them safe from harm.

PART TWO: Safeguarding Children

17. What does this mean?

As well as a general responsibility to safeguarding adults, there is also a specific responsibility set out in The Children Act 2004 to safeguard and promote the welfare of children. This is covered in what is known as Section 11 of the Act.

This informs a range of Agencies about what they must do to safeguard and promote the welfare of children.

For Local Authorities this applies to not only their own employees but also to any Agencies carrying out any work or providing any services for the Local Authority.

This means that (*Insert name of external agency*) also has a responsibility to safeguard and promote the welfare of children. The agency also needs to have a safeguarding children policy which is “ratified” by Sunderland Safeguarding Children Board (SSCB) as meeting the minimum standards. For further assistance with this please contact Debra Doran, SSCB Development and Training Officer at debra.doran@sunderland.gov.uk

18. What does this mean for me?

Though the service provided by (*Insert name of external agency*) is primarily for adults, it is possible that during the course of our work we will see or hear of situations that concern children – we may for example be involved with families, or people you work with may be part of families with children.

As such we will ensure:

- Staff/volunteers can access the Sunderland Safeguarding Children (SSCB) Board website
- Staff/volunteers will comply with Sunderland Safeguarding Children Procedures
- Staff/volunteers will respond if a concern about a child arises.

The Sunderland Safeguarding Children Board (SSCB) Safeguarding Children Procedures are available on the SSCB website www.sunderlandscb.com

19. Which children are eligible for support?

Children who can be supported may include those who are:

- Requiring protection from maltreatment
- Requiring support to prevent impairment of a child's health or development
- Requiring support to ensure that the child is growing up in circumstances consistent with the provision of safe and effective care to facilitate that child having optimum life chances
- Requiring intervention to protect them from experiencing, or being likely to experience significant harm.

In relation to children the term 'Significant Harm' was introduced by the Children Act 1989 as the threshold that justifies compulsory intervention in family life in the best interests of children.

Physical abuse, sexual abuse, emotional abuse and neglect are all categories of Significant Harm.

Harm is defined as the ill treatment or impairment of health and development, as well as impairment suffered from seeing or hearing the ill treatment of another.

20. What will *(Insert name of external agency)* do if concerns arise?

- If you are concerned about a child consider the SSCB Threshold Guidance which is available on the SSCB website.
- If you believe the child or young person needs a social worker, then send the Child Protection / Child in Need referral form to the Sunderland Multi Agency Safeguarding Hub at the address on the referral form.
- If you believe the child or young person needs additional support but they do not need a social worker, complete the Strengthening Families referral form which is also available on the SSCB website. Submit the referral to the addresses on the form.
- If the referral is urgent contact 0191 5205560 for advice. If the referral needs to be made outside office hours, we will contact the Emergency Out of Hours Service (Mon -Thurs 5.15pm to 8.30am, Fri 4.45pm to Mon 8.30am) on 0191 5205552.
- **If a child/ren is deemed to be at immediate risk the Police will be contacted immediately following which the above referrals will be processed.**