

Safeguarding Adults Policy and Procedure

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April 2023

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1.0	Aim of this policy
	It is the responsibility of every Your Voice Counts (YVC) staff member, volunteer and member of the Board to ensure the principles and duties of safeguarding adults and children are consistently and thoroughly applied, with the wellbeing of adults and children at the heart of our work. The nature of the services we provide mean it is likely that staff and volunteers will have contact with adults at risk of abuse or neglect. This document provides guidance for staff to ensure the principles of safeguarding adults are embedded in all aspects of YVC practice. This policy and procedure helps us to achieve this by: • Supporting us to safeguard adults at risk in practice, by defining abuse and informing us what to do. • Ensuring we all work to the same policy and procedure. • Making sure we are accountable for what we do. • Being clear what roles and responsibilities we all have in safeguarding. • Saying what staff can expect from YVC to help them work effectively.
2.0	Scope of this policy
	This policy and procedure applies to staff employed by YVC directly, Board members and those working with us and for us, for example agency staff members and volunteers, all have a responsibility to work within this policy and associated procedures. Failure to do so could result in disciplinary action. Individuals that we have contact with are informed of the policy as appropriate. The policy is available on our website where amongst other adjustments a web accessible language toolbar can translate our web content into one hundred different languages.

	Where the policy refers to an 'adult' we mean anyone who is 18 years or older.
3.0	Designated Safeguarding Officer (DSO)
	The Designated Safeguarding Officer (DSO) for YVC has the correct systems and processes in place to deal effectively with issues relating to safeguarding. The DSO is the main point of contact within the organisation for internal enquiries relating to safeguarding and is responsible for updating this policy. Designated Safeguarding Officer (DSO): Jenny Rohde Head of Operations Tel: 0191 4786472 Mobile: 07511 026407 Email: jenny.rohde@yvc.org.uk Call the police on 999 if it is an emergency. Let the call handler know that an 'adult with needs for care and support' or a 'vulnerable adult' is involved.
4.0	Multi agency partnership working
	Under the Care Act 2014 there is a legal obligation to have a local Safeguarding Adults Board. This is a multi-agency partnership where all agencies within a local authority with a responsibility to safeguard adults at risk meet to coordinate activity and promote wellbeing. Prevention of abuse includes integrated working, appropriate information sharing, community participation, public awareness, as well as awareness raising and skills development with those at risk. Working within a multi-agency approach we escalate our concerns as necessary to be satisfied that any adult at risk has been protected. Six key principles underpin all adult safeguarding work: • Empowerment – people being supporting and encouraged to make their own decisions and give 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. • Accountability – Accountability and transparency in delivering safeguarding.

	• Collaboration – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
5.0	Introduction
	YVC is committed to devising and implementing policies so that everyone within the organisation understands and accepts their responsibilities for safeguarding adults at risk. Our approach to safeguarding is informed by relevant legislation and guidance, and by YVC's values and understanding of best practice. This policy and procedure helps us to achieve this by: • Supporting us to safeguard adults at risk in practice, by defining abuse and informing us what to do. • Ensuring we all work to the same policy and procedure. • Making sure we are accountable for what we do. • Being clear what roles and responsibilities we all have in relation to safeguarding. • Saying what staff can expect from YVC to help them work efficiently and effectively.
6.0	Definitions
	The definition of an adult at risk according to the Care Act (2004) is someone who: • Has care and support needs, 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 abuse or neglect or the risk of it. This policy is in respect of all adults 18 years and older.
7.0	Types of abuse and neglect – defined in the Care Act 2014
	This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour or issue which could give rise to a safeguarding concern. • 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.

- Modern Slavery – encompasses slavery, human trafficking, forced labour and domestic servitude. The 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 inhuman treatment.
- Domestic abuse – including psychological, physical, sexual, financial and emotional abuse. It also includes so called ‘honour’ based violence.
- Discriminatory – discrimination is abuse which centres on a difference or perceived difference particularly with respect to race, gender or disability or any of the protected characteristics of the Equality Act.
- Organisational abuse – including neglect and poor care practices 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. It can be through neglect or poor professional practices as a result of the structure, policies, processes and practices within an organisation.
- Physical abuse – includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
- Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual 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.
- 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.
- Neglect – including ignoring medical or physical care needs, failure to provide access to appropriate health social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

- Emotional or Psychological abuse – this includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Not included in the Care Act 2014 but also relevant:

- Cyber Bullying – cyber bullying occurs when someone repeatedly makes fun of another person online or repeatedly picks on another person through emails or text messages, or uses online forums with the intention of harming, damaging, humiliating or isolating another person. It can be used to carry out many different types of bullying (such as racist bullying, homophobic bullying, or bullying related to special educational needs and disabilities) but instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.
- Mate Crime – a ‘mate crime’ is when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has negative effect on the individual. Mate Crime is carried out with someone the adult knows and often happens in private. In recent years there have been a number of Serious Care Reviews relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend.
- Cuckooing – when the home or a person at risk is taken over by one or multiple people usually related to drug dealing and/or drug use. The person is likely to be vulnerable to other types of abuse.
- Radicalisation & Extremism - the government has established a Prevent Duty (under s.26 of the Counter-Terrorism and Security Act 2015) to reduce the numbers of people supporting extremism or becoming radicalised and to prevent them from being drawn into terrorism. All organisations that work with children and adults at risk have a responsibility to protect them from harm and becoming radicalised and/or being exposed to extreme views.

Disabled adults

This group of people may be particularly vulnerable to abuse for a number of reasons including:

- Having fewer social contacts.
- Receiving intimate personal care from carers.

	• Having impaired capacity to understand what they are experiencing is abuse or to challenge the abuser. • Having communication difficulties resulting in difficulties telling people what is happening. • Being reluctant to complain due to fear of losing services. • Being particularly vulnerable to bullying or intimidation. • Being more vulnerable to abuse by peers.
8.0	Signs and indicators of abuse and neglect
	There are many signs and indicators that may suggest someone is being abused or neglected, these include but are not limited to: • Unexplained bruises or injuries – or lack of medical attention when an injury is present. • Person has belongings or money going missing. • Person is not attending / no longer enjoying community activities. • Someone losing or gaining weight / an unkempt appearance. • A change in the behaviour or confidence of a person. • They may self-harm. • They may have a fear of a particular group or individual. • They may tell you / another person they are being abused, i.e. a disclosure. Radicalisation & Extremism • Isolating self and spending time alone via social media. • Feeling that they have no purpose, don't belong, low self-esteem • Change in emotions and behaviour. • Change of routines, in appearance of ideology, belief or cause. • Intolerant of difference such as race, faith, culture, gender or sexuality. • Justifying violence to others. • Change of language or use of words; closed to new ideas; 'scripted speech'. • Have materials or symbols associated with the cause. • Attending events, rallies etc of an extremist nature. • Sense of grievance (e.g. anti-West, anti-capitalist, anti-Muslim); sense of 'them and us'. • Conflict with family/friends or lose interest in people who do not have the same beliefs. • Try to recruit others to join the 'cause'

9.0	Roles and responsibilities
	In the broadest terms, safeguarding is the responsibility of everyone because abuse can happen to anyone, anywhere, and responsibility for dealing with it lies with us all as members of the public, volunteers and professionals. YVC is responsible for maintaining a competent and confident workforce. We provide mandatory safeguarding and refresher training and role-specific training. We ensure staff, volunteers and members of the Board have the skills they require, and we support everyone in YVC to trust their judgement and act on safeguarding concerns. All staff, volunteers and members of the Board have a responsibility to safeguard and promote the wellbeing of adults and children by being responsible for the quality and effectiveness of their work. Adult protection is overseen by YVC Board of Directors, the Chief Executive Officer (CEO) and the Senior Management Team (SMT). Here we describe the general roles and responsibilities held by different positions in the organisation with regard specifically to safeguarding. It does not describe 'what to do' in a particular situation, which will be found in the procedures section. Nor does it describe all their roles and responsibilities, which are set out in job descriptions.
10.0	Board of Directors
	• Upholds the safeguarding ethos and purpose of YVC. • Agree safeguarding policies and procedures and review these annually (and when changed). • Satisfies themselves that policies and procedures are carried out. • Includes safeguarding as a standing item at full Board meetings. • Actively involves the Designated Safeguarding Officer (DSO) to set the safeguarding procedure in motion when becoming personally aware of a safeguarding issue in the course of their work for YVC.
11.0	Chief Executive Officer (CEO)
	• Ensures this policy and procedure is in place, is communicated to staff and volunteers, reviewed and practiced. • Puts in place arrangements to recruit, train and manage staff and volunteers to practice safely. • Receives and responds to requests for procedural advice or guidance from staff and volunteers in the absence of the DSO.

	• Agrees when any formal action is needed to ensure that another agency is carrying out its safeguarding procedure with respect to children and adults at risk known to YVC. • Acts upon any concern raised about staff practices in relation to safeguarding.
12.0	Designated Safeguarding Officer (DSO)
	• Acts as the YVC DSO for all safeguarding actions and decisions which come from: ○ Making referrals ○ Supporting a safeguarding investigation or plans. • Is familiar with the requirements of local safeguarding adult procedures and policies for the areas we work into. • Monitors all safeguarding activity including the number of concerns being recorded and where/whether concerns are being reported to the relevant local authority. • Monitors the uptake of safeguarding training as part of the continual monitoring of mandatory training. Compliance of this will be reported to the SMT for action as required. • Reviews any incidents relating to safeguarding and reports / requests reports of concerns / investigations / lessons learned and provides to the SMT, CEO, Commissioners and Heads of Health and Social Care as required. • Is responsible for adding any specific safeguarding risks to the Operational Risk Register as they arise, the Risk Register will be monitored by the SMT. • Undertakes spot check audits of cases with safeguarding concerns to ensure that the records show that all relevant procedures have been followed. If the audit raises concerns, the DSO will make recommendations to the SMT, and an action plan will be developed and followed.
13.0	Senior Management Team (comprised of the Head of Communities, Head of Finance, Head of Operations, Head of Advocacy Head of HR, and the CEO).
	• Be familiar with the requirements of local safeguarding adults procedures and policies for the areas we work into. • Develop and maintain effective working relationships with the Local Authority Safeguarding Adults Board, Adult Services and other agencies involved in the delivery of services to adults. • Develop and maintain YVC 3-year training plan. • Report to YVC Board on any matters requiring action under this policy and procedure, taking care to ensure the anonymity of those

	involved so the Board remains able to objectively hear appeals under YVC Complaints, Grievance or Disciplinary procedures. • Report any allegations or concern about the safeguarding practice of any staff, volunteer or member of the Board to the CEO. In the absence of the CEO, or if the CEO is implicated, report to the DSO. • Respond to submitted Incident Reports and set in motion the procedure for having a case opened within the Incident Report project in Charity Log. Carry out and/or contribute to investigations into reported incidents.
14.0	Managers of staff and volunteers
	• Be familiar with this policy and procedure, and associated policies and procedures as stated. • Establish and maintain effective working relationships with the Local Authority Adult Services. • Ensure staff and volunteers understand and work in accordance with this policy and procedure at all times. • Supervise staff and volunteers allocated to them and agree and implement individual training plans and contribute to YVC 3-year training plan. • Make all staff and volunteers aware of who to contact and how, with any concerns regarding safeguarding. • Ensure staff and volunteers have the telephone numbers for YVC DSO and line manager. • Ensure staff know where to locate the relevant safeguarding alert form (Teams). • Supervise and review work carried out by their reports (staff and volunteers) and agree and review the assessments of levels of risk. Follow procedures if any concern or allegation arises as a result and support good practice with regard to this policy and procedure and associated policies. • Ensure that any referral is followed up and ensure concerns have been addressed. • Report any allegations or concern about the safeguarding practice of any staff, volunteer or member of the Board to the DSO. In the absence of the DSO, or where they are the subject of concern, report to the CEO. • Ensure that any staff and those working with us and for us, who may have caused harm are not in contact with the person who has made the disclosure / alleged abuse or any other person who may be at risk.

	• Adhere to and operate within YVC Whistle Blowing Policy and support staff who raise concerns. • Consider whether it would be appropriate to challenge local authority's decisions if they decide referrals do not meet the threshold for action (with support from the DSO) • Consider if people who are accessing your services are entitled to advocacy support when going through safeguarding enquires and if so, make a referral to our advocacy team
15.0	All YVC staff, and those working with us and for us, e.g. agency staff and volunteers
	• Be sensitive and alert to what you are being told, how people communicate and what you're observing about the settings you're working into • Act upon concerns and allegations involving service users and safeguarding. • Act in a timely manner, taking account of the perceived level of risk. • Report concerns and allegations according to this policy and procedure to the DSO and agree what YVC will do. • In the absence of the DSO, report to a member of the SMT. • Complete a YVC Incident Report and return to the DSO (or to the same Manager from the SMT in the absence of the DSO). • Record concerns, analysis of concerns, information, decisions, actions, clearly and promptly to the clients record in Charity Log, maintaining a chronology of work in progress. • Update the Safeguarding Tab in the client record within Charity Log. • Update client consent in the Consent area within Charitylog. • Know who to contact and how, with any concerns regarding safeguarding and child protection. This should include telephone numbers for the DSO and line manager. • Know where to locate the relevant safeguarding alert form (Teams). • Let their manager know if they personally are involved in a safeguarding incident or issue
16.0	Induction, supervision, and training
	At Induction, all staff and volunteers will be given a copy of this policy and will have it explained to them. Staff and Line managers will complete the induction tracker to confirm this has taken place. Safeguarding, complaints and compliments are a standing agenda item for team meetings and supervision.

	All relevant staff and volunteers will attend safeguarding training including Safeguarding Adults training run by the local authorities they work into. All staff and volunteers have a training record included in their personal file within Charity Log. This is updated to reflect new training achieved and will prompt the member of staff/volunteer when refresher training is required. All staff and volunteers take part in introductory training specific to their area of work which includes a section on safeguarding adults and children. All employees, volunteers and Board members are provided with a digital copy of the policy and any updates, the policy is re-circulated to the whole organisation following review [minimum yearly] and recipients must respond to say they have read and understood its contents. The policy is available in the Policies folder on Teams and via our website
17.0	Preventing abuse from staff and volunteers
	All staff and volunteers recruited by YVC will be required to have a Disclosure and Barring Service (DBS) check. DBS checks will be carried out every three years for all staff and volunteers including Board of Directors members. Until a satisfactory DBS disclosure has been shown to a person's line manager, no staff member or volunteer will be allowed to support or work with anyone who uses our services, unless another member of staff is present. If a DBS check reveals a prior conviction, it will be at the CEO's discretion as to whether or not the person can be employed by (or volunteer with) YVC and in what role. We will not employ someone, or allow someone to volunteer with us, if we know they been barred by the DBS to work with children or adults at risk. If an existing member of staff is found to have undertaken any of the activity outlined in this policy, then their conduct is likely to be viewed as Gross Misconduct. If a volunteer is found to undertake any of the activity outlined in this policy then they will no longer be allowed to volunteer with YVC.

	If we think that an individual has engaged in abusive or harmful conduct, satisfied the Harm Test, or received a caution or conviction for a relevant offence, we will: • Withdraw permission for that individual to engage in work with adults at risk (or would have done so had that individual not resigned, retired, been made redundant or been transferred to a position which does not involve work with adults/children at risk). • Make a referral to the DBS. A record of the DBS reference number, the name of the employee or volunteer and whether they have been cleared to work with people at risk will be kept on a secure data base maintained by the Programme Administration Team Leader. The DBS document will be returned to the employee or volunteer for safe keeping.
18.0	Whistleblowing and Complaints
	It is the legal duty of every employee who works with adults and children at risk to report potential or actual abuse. This does not make the process comfortable or easy. As an employer, YVC actively promotes openness among staff and volunteers. Our clear priority is the protection of adults and children at risk. YVC has a whistleblowing statement which can be found in the Staff Handbook or via the Policies folder on Teams. YVC welcomes any complaint made against staff, its services, or activities, viewing these as an opportunity to learn and develop. When a complaint has been made, the complainant can expect it to be fully investigated and to be informed of the outcome. YVC has a Complaints Policy which can be found in the Policies folder on Teams and on our website.
19.0	Equality, diversity and inclusion impact
	This policy promotes equality, diversity and human rights by recognising that vulnerable people are more likely to be victims of abuse than most other people, and directing all staff, volunteers and members of the Board to:

	• Look out for abuse and respond to it appropriately whatever the person at risk's race, age, gender, ethnicity, religion, disability or sexual orientation, and • Consider discrimination and harassment on grounds of age, gender, ethnicity, religion, disability or sexual orientation, marital status as abuse. • Proactively consider how race, ethnicity and cultural needs of people may affect their experience of safeguarding • recognise and challenge systemic racism, discrimination and institutional bias in safeguarding practice • reflect on the intersections between elements of identity such as race, age, gender, ethnicity, religion, disability or sexual orientation which can create compounded experiences of discrimination, making people more vulnerable to abuse • Recognise that experiences of racism and other forms of discrimination contribute to trauma, which can profoundly impact mental health and family dynamics Everyone has an equal right to support and protection, irrespective of their individual differences of circumstances. This policy and associated procedures apply equally to all adults and children at risk from all recognised forms of abuse. The policy is available on our website where amongst other adjustments a web accessible language toolbar can translate our web content into one hundred different languages.
20.0	Data protection statement
	Situations described in this policy involve handling personal data. When you carry out any procedure this policy describes you should consider YVC GDPR Policy, this is our promise to handle personal data correctly and balances everyone's rights to data privacy with the work we do. There are situations where information can be shared legally without obtaining consent from the individual. In this instance, information exchanged under the safeguarding adults procedure will only be used for safeguarding adults purposes and where it meets these conditions: • A criminal offence has taken place. • It may prevent a crime. • The alleged victim is at risk of harm. • Staff, other services users, or the general public may be at risk of harm.

	• For early intervention and identification of abuse.
21.0	Procedure for making an Adult at Risk referral
	If an adult at risk discloses that they are being abused, if any person who uses our service discloses that they are involved in abuse, or if in any situation a member of staff, volunteer or member of the Board of YVC has any reason to believe that abuse is taking place, the following actions must proceed urgently and without delay: • Stay calm, listen to the concern or allegation – do not ask detailed questions. • Reassure them they have done the right thing by telling you what has happened. • Explain what you will need to do with the information, who you will tell, who you will not tell, when you will tell, what might happen. • Explain that you will need to do the following: ○ Obtain emergency medical treatment if this is needed. ○ Treat the information seriously ○ Make relevant notes of the information given, noting the full name of the person, date, time and place of the disclosure along with names of other people present ○ Report the disclosure. • Seek consent from the person making the disclosure to follow these steps. If the person does not consent, explain that if you hear a disclosure about harm or potential harm, you have a responsibility to report it. • If the person does not have capacity to consent, refer to this when reporting the concern or allegation to the DSO (see YVC Confidentiality Policy). • Take any reasonable action needed to address immediate risk to the person, for example contacting emergency services, support staff or speaking to the manager of a setting. • Establish what the person disclosing wants to happen. • Discuss the disclosure or suspicion of abuse with the DSO, in the absence of the DSO report to your line-manager or a member of the SMT as soon as possible and on the same day. • Remember, it is not your responsibility to decide if abuse has happened. It is your responsibility to report it to the DSO or in the absence of the DSO, report to your line-manager or member of the SMT. DO NOT

	• Appear shocked by the disclosure – only make comments that show empathy and a willingness to listen. • Contaminate or remove possible forensic evidence. • Give or suggest that the person has a wash, bath, or food/drink until after a medical examination. • Promise to keep secrets if you believe you may need to pass on information about the concern or allegation. • Make sweeping reassurances. • Confront or inform the abuser, as this may place the person making the disclosure at further risk. After consultation with your line manager, the DSO or member of the Senior Management Team, a decision will be made whether to make a safeguarding referral or an alert to the appropriate local authority. If it is agreed that a referral or an alert should be made this must be done on the same working day as the disclosure of abuse is made. The DSO or Senior Manager will then ask you to: • Write a factual account in the client's record within Charitylog of what you have observed, or the conversation you had with the person making the disclosure, using the person's own words. This account may be used later as part of legal action. • Update the Safeguarding Tab in the client record within Charity Log. • If the person does not have a record in Charity Log, for example you observe the abuse happening to someone other than your client when making a visit to a care setting, discuss with the DSO and agree where the information should be recorded to. • Complete an Incident Form and return to the DSO or Senior Manager. Either the member of staff, DSO, or Senior Manager must then report to the police or a duty social worker if an imminent risk needs to be addressed. It will be made clear who is responsible for taking forward this action. The DSO, or Senior Manager must then report the disclosure to the appropriate local authority.
22.0	Information to include when making an alert
	All safeguarding alerts should include the following information: • Full details of the person raising the alert. • Reason for the concern.

	• Date, time, location of the incident. • Objective, professional description of any act witnessed or detailed by alleged victim. • Details of any possible witnesses. • Details of any possible evidence - written records/ chronology of events. • Details of any possible indicators – injuries could be recorded on a body chart. • Consent. • What the person wants to happen.
23.0	Making an alert to local Safeguarding Teams
	Further information about how to raise safeguarding concerns can be found by visiting the safeguarding websites for the different local authorities below: • Gateshead ○ Safeguarding website and guidance ○ Complete online form or call Adult Social Care Direct on 0191 433 7033 • Newcastle ○ Safeguarding website and guidance ○ Complete online form or call Community Health and Social Care Direct on 0191 278 8377 (0191 278 7878 out of hours) • North Tyneside ○ Safeguarding website and guidance ○ Complete online form • Northumberland ○ Safeguarding website and guidance ○ Complete online form or call OneCall on 01670 536 400 • South Tyneside ○ Safeguarding website and guidance ○ Complete online form or call 0191 424 6000 (0191 456 2093 out of hours) • Sunderland ○ Safeguarding website and guidance ○ Complete online form • Durham ○ Safeguarding website and guidance ○ Call Social Care Direct on 03000 26 79 79 Call the police on 999 if it is an emergency. Let the call handler know that an 'adult with needs for care and support' or a 'vulnerable adult' is involved.
24.0	Following up alerts and escalating concerns
	All alerts made to Safeguarding Teams must be captured as an 'incident' using YVC's Incident Reporting Form (see YVC's Incident Reporting Policy).

	All incidents are reviewed by a manager and further actions identified where necessary. Managers must ensure they record an action to follow up with the relevant Safeguarding Team and any other relevant agencies to ensure that the Safeguarding Alert has been actioned appropriately. Where concerns remain further actions should be identified and tracked by updating the Incident Reporting Form. All Incidents are discussed at fortnightly Senior Team meetings and if necessary, decisions to escalate concerns further can be made here – the Incident Reporting Form must be updated by the relevant manager to track how concerns were escalated and the outcome of this.
25.0	Managing and resolving disputes over agency responses
	If there is disagreement between YVC and social care or another agency as to the appropriateness of a safeguarding referral, always promptly discuss and agree what to do next with the DSO or in their absence with the CEO. All staff and volunteers should clearly document a disagreement or dispute in the client record in Charity Log including how a safeguarding concern should be dealt with. Where a disputed referral is re-referred, in the belief that this is necessary, the re-referral should always be supported in writing, giving reasons.
26.0	Safeguarding and advocacy
	When going through a safeguarding enquiry or safeguarding adults review, clients are entitled to an advocate under the Care Act (2014). Our advocacy and administration teams are aware of this entitlement and will promote the application of this where relevant. For more information about advocacy and safeguarding, please refer to NIVE guidelines NG227 Advocacy Services for Adults with Health and Social Care Needs.
27.0	Tracking and monitoring concerns
	Safeguarding alerts and referrals are all recorded using our incident reporting process, and tracked, monitored and reviewed in the following ways: • Monthly incidents and safeguarding meetings (management and senior management team) • Fortnightly senior management team meetings (standing agenda item) • Attendance at local Safeguarding Adults Boards • Observations and low-level concerns form, where reporting instances where the threshold for safeguarding is not met

	Head of Operations Tel: 0191 4786472 Mobile: 07511 026407 Email: jenny.rohde@yvc.org.uk Newcastle City Council - Improving the quality of safeguarding adult referrals has been a key priority for the Newcastle Safeguarding Adults Board in 2023-24 and a number of resources have been produced/updated: - Making a good safeguarding adult referral guidance - Making a good safeguarding adult referral webinar (1 hour) - Information on other services and support for adults when the safeguarding adults concern criteria has not been met - For advice from the safeguarding adults team in Newcastle (in a non-emergency), use this online form. The Prevent National Referral Form is designed to help articulate a concern under Prevent – where you are worried a person is susceptible to radicalisation. You can also call the Act Early Support Line on 0800 011 3764, in confidence to share your concerns with a specially trained officer or you can call the Anti-Terrorism Hotline on 0800 789 321. More information on what to do if you have a concern is available under 'Get help for radicalisation concerns' on GOV.UK. The South Tyneside Safeguarding Adults Board have produced guidance on PIPOt procedures which outlines the circumstances in which a referral should be made to Adult Social Care in relation to concerns about a person / people in a position of trust. This guidance can be found here: 6.6 Person / People in Positions of Trust (PIPOt) – Multi-Agency Practice Guidance – South Tyneside Safeguarding Adults Board APPP Resource
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Document information

Last updated:	24/07/2025
Review date:	30/10/2025
Document owner:	Jenny Rohde

Version control

Issue	Description of change	Approval	Date of issue
1	15.0 added "Let their manager know if they personally are involved in a safeguarding incident or issue" at request of Board	JR	17/02/2022

2	Changed contact details of DSO, changed references to One Drive file storage to Teams	JR	27/04/2023
3	4.0 updated the principles to include collaboration	JR	12/03/2024
4	26.0 Working Together to Safeguard Children 2018 updated – now 2023	JR	12/03/2024
5	23.0 Expanded to include links to online forms and more information about how each local authority takes referrals (i.e. form, phone call). Added Sunderland and Durham.	JR	09/04/2024
6	3.0, 23.0 added guidance to <i>let the call handler know that an 'adult with needs for care and support' or a 'vulnerable adult' is involved</i> when calling 999	JR	09/04/2024
7	29.0 Added link to Prevent referral form as well as helplines and link to relevant gov.uk website	JR	29/08/2024
8	14.0 added to manager responsibilities <i>Consider whether it would be appropriate to challenge local authority's decisions if they decide referrals do not meet the threshold for action (with support from the DSO)</i> <i>Consider if people who are accessing your services are entitled to advocacy support when going through safeguarding enquires and if so, make a referral to our advocacy team</i>	JR/DW	29/10/2024
9	Added section 26 Safeguarding and Advocacy	JR/DW	29/10/2024
10	Added section 27 Tracking and monitoring concerns	JR/DW	31/10/2024
11	Added to section 15 <i>Be sensitive and alert to what you are being told, how people communicate and what you're observing about the settings you're working into</i>	JR/DW	29/10/2024
12	Added to section 31 <i>For advice from the safeguarding adults team</i>	JR	25/02/2025

	<i>in Newcastle (in a non-emergency), use this online form.</i>		
13	Changed reference to 'vulnerable adult' to 'adult at risk' throughout	JR	24/07/2025
14	31.0 added PIPOT guidance	JR	24/07/2025
15	19.0 updated EDI section to include intersectionality, institutional bias and consideration of cultural needs	JR	01/10/2025