



Out North East Safeguarding Policy & Procedure

Safeguarding Adults

ONE Centre, Unit 2B Stonehills, Shields Road, Gateshead, Tyne & Wear, NE10 0HW
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Review Grid

Last Review	Reviewed By:	Changes Made	Next Review By
1 st October 2023	Peter Darrant	None	1 st October 2024
1 st October 2024	Peter Darrant	None	1 st October 2025
30 th January 2025	Mark Nichols	Pg3&5&6 - DSL/DDSL contact details Pg4 – Policy change dates Pg6/Pg13 – Gateshead Safeguarding Adults Board Multi-Agency Policy and Procedures Link replaced Pg8 - Volunteer training providers Pg8 - DSL/DDSL training requirements and providers Pg7-8 - DBS checks for staff and volunteers Pg13 – Sunderland / South Tyneside adult social care contact details Pg's all – removal of terminology 'vulnerable adults' replaced by 'adults at risk' Pg's all – terminology Designated Named Person replaced by Designated Safeguarding Lead	1 st October 2025
1 st October 2025	Mark Nichols	None	1 st October 2026
5 th August 2026	Mark Nichols	Pages 1, 9 & 12: Updated organisation address. Page 4: Updated the definition of an adult at risk in line with the Care Act 2014 and removed references to No Secrets (2000). Page 5: Added the Care Act safeguarding principles and updated the legislative framework. Pages 7–8: Updated the section on recognising the signs and symptoms of abuse to reflect current statutory guidance.	1 st October 2026

		Pages 13–14: Updated Forms and Guidance, including the addition of Newcastle City Council and Durham County Council Adult Social Care contact details. Throughout: Removed references to No Secrets (2000) and updated terminology to reflect the Care Act 2014. Replaced references to the Management Committee with current governance roles and updated the email addresses for the Designated Safeguarding Lead (DSL) and Designated Safeguarding Trustee.	
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Designated Safeguarding Lead (DSL) Grid

Year	Designated Safeguarding Lead	Deputy Designated Safeguarding Lead	Designated Safeguarding Trustee
2023	Peter Darrant		Brian Johnson
2024	Peter Darrant	Mark Nichols	Brian Johnson
2025	Peter Darrant Mobile: 07939610947 Email: peter@outnortheast.org.uk Switchboard: 0191 695 1969	Mark Nichols Mobile: 07850133511 Email: mark@outnortheast.org.uk Switchboard: 0191 695 1969	Brian Johnson Email: contactus@outnortheast.org.uk Switchboard: 0191 695 1969

Named personal with responsibility for Social Media

Year	Social Media Lead	Social Media Lead Trustee
2023		Bernice Saltzer
2024	Peter Darrant	Bernice Saltzer

Safeguarding Adults Policy Statement

This policy, adopted on 1st October 2024 and amended 30th January 2025, will enable Out North East to demonstrate its commitment to keeping adults at risk safe with whom it works alongside and acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have the policy and procedures in place so that staff, volunteers, service users, contractors and carers, and Trustees, Contractor or anyone acting on behalf of Out North East can work to prevent abuse and know what to do in the event of abuse.

For the purposes of this policy, an adult at risk is a person aged 18 or over who:

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

(Care Act, 2014)

The policy applies to all staff, including senior managers, trustees, paid staff, volunteers, sessional workers, agency staff, contractors students and anyone working on behalf of Out North East

It is acknowledged that significant numbers of adults at risk are abused, and it is important that Out North East has a Safeguarding Adults Policy, a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

In order to implement the policy, the Out North East will work:

- to promote the freedom and dignity of the person who has or is experiencing abuse
- to promote the rights of all people to live free from abuse and coercion.
- to ensure the safety and well being of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
- to manage services in a way which promotes safety and prevents abuse
- recruit staff and volunteers safely, ensuring all necessary checks are made
- provide effective management for staff and volunteers through supervision, support and training

Out North East:

- will ensure that all trustees, staff, volunteers, service users, contracts and carers/families, and anyone working on behalf of OUT North

- East are familiar with this policy and procedures
- will work with other agencies within the framework of the relevant local Safeguarding Adults Board Policy and Procedures, issued under the Care Act 2014

This policy has been developed in accordance with current legislation and statutory guidance, including:

- [Care Act 2014](#)
- [Care and Support Statutory Guidance \(issued under the Care Act 2014\)](#)
- [Equality Act 2010](#)
- [Mental Capacity Act 2005](#)
- [Safeguarding Vulnerable Groups Act 2006](#)
- [Data Protection Act 2018 and UK GDPR](#)

Safeguarding Principles

Out North East is committed to applying the six safeguarding principles set out in the Care Act 2014:

- **Empowerment** - People are supported 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 level of risk.
- **Protection** - Support and representation for those in greatest need.
- **Partnership** - Local solutions through services working with communities and other agencies.
- **Accountability** - Clear roles and responsibilities for safeguarding.

The Policy Statement and Procedures have been drawn up in order to enable Out North East to:

- promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- to ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- and to stop that abuse occurring.
- will act within its confidentiality policy and will usually gain permission from service users before sharing information about them with another agency
- will pass information to Adult Care Services when more than one person is at risk. For example: if the concern relates to a worker, volunteer or organisation who provides a service to adults at risk or children

- will inform service users that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent
- will make a referral to the Adult Social Care Direct team as appropriate
- will endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults
- will ensure that the Designated Safeguarding Lead understands their responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Adult Care Services Directorate)

Information and advice should be obtained from Peter Darrant or Mark Nichols, Designated Safeguarding Lead(s) (DSL) on implementing these policies and procedures and can be contacted on:

Peter Darrant

Mobile No: 07939610947

Email: peter@outnortheast.org.uk

or

Mark Nichols

Mobile No: 07850133511

Email: mark@outnortheast.org.uk

Where unavailable you should call the Out North East Team on **0191 695 1969**, where support will be available.

The Safeguarding Adults Unit has a specialist team, including the Adult Multi-Agency Safeguarding Hub (MASH) and provides advice and guidance to professionals. You can contact the advice line on 0191 433 7033, Monday to Friday, 9am – 4pm. Referrals cannot be made by this line.

This policy should be read in conjunction with Gateshead's Safeguarding Adults Board Policy and Procedures documents which are available at: <https://gatesheadadultsg.trixonline.co.uk/>

Procedures

Introduction

Out North East promotes equality and diversity for the public benefit and in particular the elimination of discrimination on the grounds of sexual orientation and gender identity of those living in the North East of England through event based activities

These procedures have been designed to ensure the welfare and protection of any adult who accesses services provided by Out North East.

The procedures recognise that adult abuse can be a difficult subject for workers to deal with.

Out North East is committed to the belief that the protection of adults at risk from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all managers, trustees of the organisation, staff, volunteers contractors and anyone acting on behalf of OUT North East act appropriately in response to any concern around adult abuse.

Procedures for the recruitment, appointment, and training of staff, associates and volunteers.

Out North East recognises that it is important that all staff, working in a 'Regulated' position working with children and/or adults at risk, whether they are full-time, part-time, freelance, paid or unpaid, have appropriate recruitment and selection procedures applied to them and that as much information as possible is ascertained as to their suitability for the position. This means choosing people with the necessary skills, knowledge and experience, and working to ensure those whose behaviour could be a threat to the safety and well-being of children, young people or adults at risk are identified and screened out. To ensure this the Charity adheres to our Recruitment, appointment and training policy and procedures.

Disclosure Requirements

Where working with children, young people and adults at risk is an expected part of a job role, staff and volunteers will be required to have an Enhanced DBS disclosure (as prescribed by regulatory authorities) and completed by Gateshead Council on behalf of Out North East. Where applicable, a check will include checks on relevant barred lists if necessary to the role undertaken. Enhanced DBS disclosures will be updated annually unless registered with the DBS update service.

This applies to trustees, staff, those engaged on freelance contracts, volunteers and leaders. In cases, which should be exceptional, where the position is going to entail unsupervised work, i.e. regularly caring for, training, supervising or being in sole charge with children, young people or adults at risk, a disclosure will be required before the role may be undertaken.

Those engaged in positions which do not usually entail working with children, young people or adults at risk will, will be required to complete a Personal Disclosure Form. Those barred from working with children, young people or adults at risk will be excluded from this work with Out North East.

If an individual elects not to undertake a disclosure/DBS check once requested by a Out North East, they will not be entitled to participate in work relating to children, young people and adults at risk.

Preventing abuse

Out North East is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within Out North East will be treated with respect.

Out North East is committed to safer recruitment policies and practices for paid staff, trustees and volunteers. This may include DBS disclosures for staff and volunteers, ensuring references are taken up and adequate training on Safeguarding Adults is provided for staff and volunteers through selected providers including Gateshead Council, NSPCC and the Ann Craft Trust. Designated roles require training at least Level 3 delivered by High Speed Training, Ann Craft Trust, Gateshead Council and NSPCC.

The organisation will work within the current legal framework for reporting staff or volunteers that are abusers.

Members will be encouraged to become involved with the running of the organisation. Information will be available about abuse and the complaints policy and Safeguarding Adults policy statement will be available to service users and their carers/families.

Recognising the signs and symptoms of abuse

Out North East is committed to ensuring that all staff, trustees and volunteers receive appropriate safeguarding training to enable them to recognise the signs and indicators of abuse and neglect. The Designated Safeguarding Lead and other relevant staff, trustees and volunteers will have access to appropriate adult safeguarding training delivered by recognised providers.

Under the Care Act 2014, safeguarding duties apply where an adult:

- has needs for care and support (whether or not those needs are being met);
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those care and support needs, is unable to protect themselves from the abuse or neglect, or the risk of it.

Abuse may take many forms, including physical, domestic, sexual, psychological or emotional, financial or material, modern slavery, discriminatory, organisational, neglect and acts of omission, and self-neglect.

It is not the role of Out North East staff, volunteers or trustees to determine whether an individual meets the statutory definition of an adult at risk. Where safeguarding concerns exist, they should be reported and, if appropriate, referred to Adult Social Care, who will determine whether the Care Act 2014 safeguarding duty applies.

Examples include:

- physical abuse: including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- sexual abuse: including rape, indecent assault, inappropriate touching, exposure to pornographic material

- psychological or emotional abuse: including belittling, name calling, threats of harm, intimidation, isolation
- financial or material abuse: including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits
- neglect and acts of omission: including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs
- discriminatory abuse: including racist, sexist, that based on a person's disability and other forms of harassment, slurs or similar treatment
- organisational: including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment

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

Designated Safeguarding lead/s for safeguarding adults

Out North East has an appointed individual who is responsible for dealing with any Safeguarding Adults concerns. In their absence, a deputy will be available for workers to consult with. The Designated Safeguarding Leads for Safeguarding Adults within Out North East are listed within a grid at the beginning of this document including direct contact details.

Should either of these named people be unavailable then, trustees, staff or volunteers should contact Adult Social Care Direct directly, contact details are provided below as well as links to the respective reporting forms.

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

- to ensure that all staff including volunteers and trustees are aware of what they should do and who they should go to if they have concerns that an adult at risk may be experiencing or has experienced abuse or neglect.
- to ensure that concerns are acted on, clearly recorded and referred to an Adult Social Care Direct team or to the allocated social worker/care manager where necessary.
- to follow up any referrals and ensure the issues have been addressed.
- consider any recommendations from the Safeguarding Adults process
- to reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- to ensure that staff and volunteers working directly with service users who

have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.

- if appropriate staff or volunteers will be given support and afforded protection if necessary under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome

Responding to people who have experienced or are experiencing abuse

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

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
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret

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

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers and service users safe
- To inform the Designated Safeguarding Leads in your organisation

To record what happened electronically in the designated safeguarding folder issues log / if unavailable, you should record this on paper and secure it in the cabinet held at the main office in ONE Centre, Unit 2B Stonehills, Shields Road, Gateshead, Tyne & Wear, NE10 0HW

All situations of abuse or alleged abuse will be discussed with the Designated Safeguarding Lead or their deputy. If a trustee, staff member or volunteer feels unable to raise this concern with the Safeguarding Lead or their deputy then concerns can be raised directly with Adult Social Care Direct. The alleged victim will be told that this will happen. This stage is called the alert.

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 (alert) will be made to Adult Social Care Direct 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.

The Designated Safeguarding Lead may take advice at the above stage from Adult Social Care Direct and/or the Safeguarding Adults Unit and/or other advice giving organisations such as Police.

Adult Social Care Direct

Phone: 0191 433 7033

Online <https://www.gateshead.gov.uk/article/9972/Contact-Adult-Social-Care>

Available: 24 hours a day

Northumbria Police (non-emergency only)

Phone: 03456 043 043

(ask for Local Area Police Station or Public Protection Unit)

Northumbria Police (emergency only)

Phone: 999

Raising a Safeguarding Adults Alert

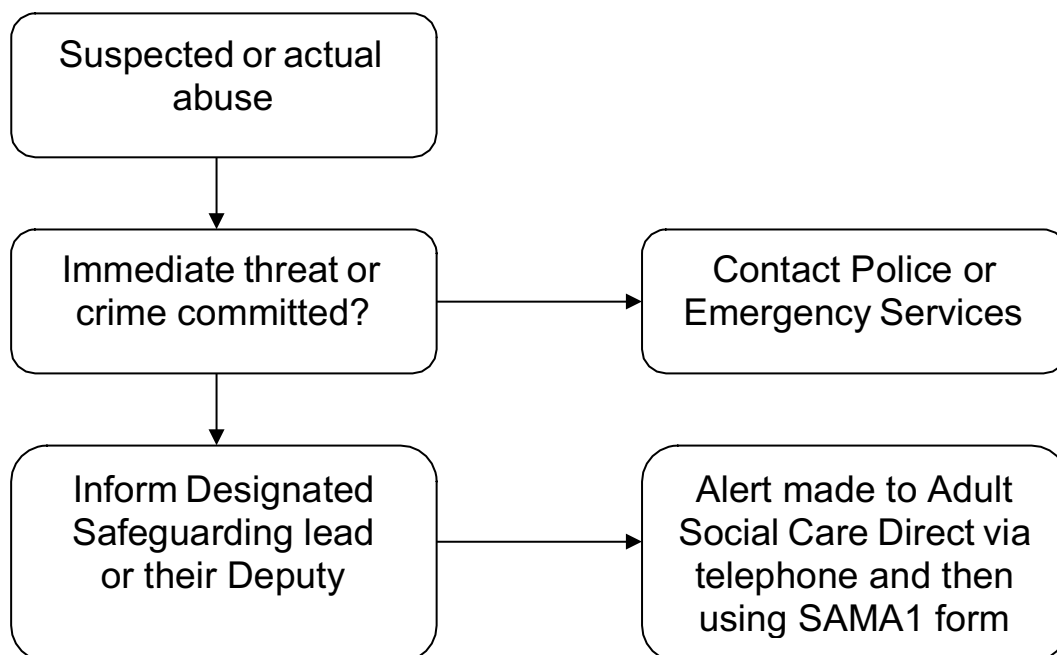
All safeguarding adults alerts (referrals) should be made by telephone or online (at any time) to the Adult Social Care Direct Team

Phone: 0191 433 7033

Online <https://www.gateshead.gov.uk/article/9972/Contact-Adult-Social-Care>

You should ask to make safeguarding adults alert.

The telephone call should be followed up in writing to the Adult Social Care Direct team outlining concerns using a Safeguarding Adults Multi-Agency Alert form (SAMA1) or online. This form can be found within forms and guidance at the end of these procedures

Flow chart for reporting suspected or actual abuse

A Safeguarding Adults Manager (a Team Manager from Adult Care Services) will then decide if the safeguarding process should be instigated or if other support/services are appropriate. Feedback will be given to the person who raised the safeguarding adults alert.

If the Safeguarding Adults Manager decides the safeguarding process needs to be instigated this will then lead to the implementation of the next stages of the Newcastle Safeguarding Adults Board Multi-Agency Policy and Procedures, see forms and guidance.

The Designated Safeguarding Lead will have an overview of this process so they can explain it to the person concerned and offer all relevant support to the person and process. This could be practical support e.g. providing a venue, or information and reports and emotional support.

Information should be provided to the individual. This could be about other sources of help or information that could enable them to decide what to do about their experience, enable them to recover from their experience and enable them to seek justice.

Managing allegations made against member of staff or volunteer Out North East will ensure that any allegations made against members or member of staff will be dealt with swiftly.

Where a member of staff/volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

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

The Designated Safeguarding Lead will liaise with Adult Social Care Direct to discuss the best course of action and to ensure that the Out North East disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

Out North East has a whistle blowing policy and staff are aware of this policy. Staff will be supported to use this policy.

Recording and managing confidential information

Out North East is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know. For further information, please see Out North East's confidentiality policy.

All allegations/concerns should be recorded electronically, or if unavailable locked

away in the secured cabinet at ONE Centre, Unit 2B Stonehills, Shields Road, Gateshead, Tyne & Wear, NE10 0HW. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

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

This information will be secured in a locked filing cabinet in the organisation. Access to this information will be restricted to the Designated Safeguarding Leads and Trustees.

Disseminating/Reviewing policy and procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to staff, trustees, volunteers, service users, parents and carers. The Designated Safeguarding Leads will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed annually by the Trustees. The Designated Safeguarding Lead for Safeguarding Adults will be involved in this process and can recommend any changes.

The Designated Safeguarding Lead will also ensure that this policy is reviewed on an annual basis and any changes are clearly communicated to staff, trustees and volunteers on a regular basis. It may be appropriate to involve members in the review and members need to be informed of any significant changes regularly.

Forms and Guidance

Contact Gateshead Adult Social Care

Phone: 0191 433 7033

The Gateshead Safeguarding Adults Board - Safeguarding Adults Initial Online Enquiry Form: <https://www.proceduresonline.com/gateshead/adultsg/index.html>

Social Care Direct contact details:
<https://www.gateshead.gov.uk/article/9972/Contact-Adult-Social-Care>

Multi-agency safeguarding procedures: <https://gatesheadadultsg.trixonline.co.uk/>

Resources for practice:
<https://www.gatesheadsafeguarding.org.uk/article/9288/Information-advice-and-guidance>

Contact Sunderland Adult Social Care

Phone: 0191 520 5552

Online: <https://www.sunderland.gov.uk/article/27575/Worried-about-someone>

Sunderland Safeguarding Adults Board:
https://www.sunderlandsab.org.uk/?page_id=13

Contact South Tyneside Adult Social Care

Phone: 0191 424 6000

Online: <https://www.southtyneside.gov.uk/article/13750/How-to-report-a-concern>

South Tyneside Safeguarding Adults Board:
<https://www.southtynesidesafeguardingapp.co.uk/>

Contact Newcastle City Council Adult Social CarePoint

Phone: 0191 278 7878 and ask for 'Adult Social CarePoint'

Online: newcastle-central.oncreate.app/w/webpage/request?service=safeguarding_adults_initial_enquiry

Newcastle Safeguarding Adults Board:
<https://www.newcastlesafeguarding.org.uk/>

Contact Durham County Council Social Care Direct

Phone: 03000 267 979

Online: scd@durham.gov.uk

Sunderland Safeguarding Adults Board:
<https://www.safeguardingdurhamadults.info/>