

## Safeguarding Adults Policy

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Author	Laura Leaf
Description of Changes	<ul style="list-style-type: none"> <li>• Included 'MSP' &amp; 'Think Family' in introduction</li> <li>• Additional legal frameworks added to section 5.</li> <li>• Added the adult, family, and advocacy to Section 10 'Key Roles &amp; Responsibilities'</li> <li>• Updated safeguarding poster (Appendix 1)</li> <li>• Added Out of Hours Flowchart (Appendix 2)</li> <li>• PREVENT appendix added</li> </ul>
Date Approved by Trustees	15/6/2021
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<b>VERSION HISTORY/INFORMATION</b>	
Version	1.0 - New policy written August 2017 as Teeswide Safeguarding Adults Board recommend a standard policy is introduced as there are differences between the approaches for managing children's safeguarding arrangements and adults.
Original Policy Author	Nicola Crombie, HR Manager
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Author	Garry Besford
Description of Changes	<ul style="list-style-type: none"> <li>• Emergency Duty Officer number updated</li> <li>• Nicola Crombie's details removed from DSO</li> <li>• Safeguarding Poster added as Appendix 1</li> </ul>
Date changes made	May 2018
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Version	2.0
Author	Jenny Hewitt
Description of Changes	<ul style="list-style-type: none"> <li>• Updated to include Charity Commission guidance</li> <li>• Added section on Trustee Responsibilities</li> <li>• Updated DSL &amp; DSO Information</li> <li>• Added section on GDPR</li> <li>• Updated Safeguarding Poster</li> </ul>
Approved by Trustees	September 2019 (as working draft whilst minor changes made)
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Date Written	December 2019
Author	Jennifer Hewitt
Description of Changes	<ul style="list-style-type: none"> <li>• Minor changes after meeting between A Tasker and J Hewitt</li> </ul>
Date Approved by Trustees	18 Dec 2019

## **Safeguarding Adults Policy**

### **1 Introduction – Safeguarding is ‘everyone’s business’**

The Care Act 2014 requires that Safeguarding Adults Boards assure themselves that local safeguarding arrangements are in place across their locality and that their partners act appropriately to help and protect adults from abuse and neglect. Whilst protecting adults at risk of abuse or harm will always be the main priority of the Teeswide Safeguarding Adults Board, the Board also recognises the importance of raising awareness in order to prevent abuse and neglect and that partners share collective responsibility for ensuring that all efforts to keep people safe are effective and well-coordinated. Daisy Chain undertakes to adopt the safeguarding policy recommended by the Teeswide Safeguarding Adults Board.

Making Safeguarding Personal (MSP) means that the safeguarding process should be person-led and outcome-focussed, enhancing the individual’s involvement and choice and control together with seeking to improve quality of life, wellbeing and safety.

Everyone has a responsibility to take a ‘Think Family’ approach. ‘Think Family’ is an approach that requires all agencies to consider the needs of the whole family from working with individual members of it, making sure that support provided by children’s, adults and family services is coordinated and takes account of how individual problems effect the whole family.

### **2 Purpose**

The purpose of this policy is to outline the principles and definitions that underpin safeguarding work and to describe the statutory duties set out in the Care Act 2014. The policy is supported by Daisy Chain procedures for managing safeguarding incidences set out in this policy.

### **3 Scope**

This policy sets out the responsibilities of Daisy Chain to protect adults from abuse or neglect. The safeguarding duties apply to any 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.

For the purposes of this policy an adult is a person, aged 18 years and over who is at a greater risk of suffering abuse or neglect because of physical, mental, sensory, learning or cognitive illnesses or disabilities; and substance misuse or brain injury, and includes:

- those who purchase their care through personal budgets.
- those whose care is funded by Local Authorities and/or health services.
- those who fund their own care.
- informal carers, family and friends who provide care on an unpaid basis.
- those aged between 18 and 25 years and in receipt of children’s services.

This policy applies to all staff, including senior managers and the board of trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of Daisy Chain.

#### 4 Policy Statement

Daisy Chain works in conjunction with Stockton Borough Council and other organisations to safeguard and promote the well-being and independence of all adults that access our services and who are experiencing or at risk of abuse or neglect.

#### 5 Legal Framework

This policy has been developed within the context of the law and guidance that seeks to protect adults including:

- [The Care Act 2014](#)
- [Care Act 2014 Statutory Guidance - revised October 2018](#)
- [Mental Capacity Act 2005](#) (including Deprivation of Liberty Safeguards)
- [Human Rights Act 1998](#)
- [Equality Act 2010](#)
- [Mental Health Act 1983](#) and the [New Code of Practice 2015](#)
- [Serious Crime Act 2015](#)
- [Modern Slavery Act](#)
- [Criminal Justice and Courts Act 2015](#)
- [Statutory Guidance on Female Genital Mutilation](#)

Further links to useful websites can be found at the end of this document.

#### 6 Partnership Working

Daisy Chain will work with social care, the police, health services and any other service required to promote the welfare of at risk adults and protect them from harm or abuse.

#### 7 Definition

The Care Act 2014 guidance describes safeguarding as the means of protecting an adult's right to live in safety, free from abuse and neglect. It further states that 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 adults well-being is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. Within this context, the guidance recognises that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

Abuse and neglect can take many forms and it is important that staff working in all organisations should not be constrained in their view of what constitutes abuse or neglect, and the circumstances of an individual case should always be considered.

It should be emphasised however that safeguarding procedures are not a substitute for:

- Daisy Chain's responsibilities to provide safe and high-quality care and support for adults using Daisy Chain services
- Daisy Chain's responsibilities towards its staff and volunteers to ensure their safety and wellbeing.

- The core duties of the police to prevent and detect crime and protect life and property.
- Commissioners regularly assuring themselves of the safety and effectiveness of commissioned services
- The Care Quality Commission (CQC) ensuring that regulated providers comply with fundamental standards of care or by taking enforcement action.

Abuse or Neglect may be:

- A single act or repeated acts
- Multiple in form
- An act of neglect or a failure to act
- Deliberate
- An opportunistic act or a form of serial abusing where the perpetrator seeks out and grooms the individual(s)

The Department of Health Care and Support Statutory Guidance issued under the Care Act 2014 sets out the different types and patterns of abuse and neglect, though stresses that the list is not exhaustive and describes the different circumstances in which they may take place.

## 8 Types of Abuse and Neglect

<b>Physical Abuse</b>	<b>Financial or Material Abuse</b>
Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.	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 misuses or misappropriation of property, possessions or benefits.
<b>Sexual Abuse and Exploitation</b>	<b>Psychological Abuse</b>
Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subject 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.	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 unjustifiable withdrawal of services or supportive networks.
<b>Organisational Abuse</b>	<b>Discriminatory Abuse</b>
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 in an organisation.	Including discrimination on grounds of race, gender and gender identity, disability, sexual orientation, religion and other forms of harassment, slurs or similar treatment.
<b>Modern Slavery/Human Trafficking</b>	<b>Neglects &amp; Acts of Omission</b>
Encompasses slavery, human trafficking, forced labour and domestic servitude.	Including ignoring medical, emotional or physical care needs, failure to provide access

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.	to appropriate health, care and support or educational services, the with-holding of the necessities of life such as medication, adequate nutrition and heating.
<b>Self-Neglect</b>	<b>Domestic Abuse</b>
This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.	Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality.
<b>Spiritual Abuse</b>	<b>Mate Crime and Exploitation</b>
Spiritual abuse happens when a spiritual authority, such as a cult leader or abusive religious leader, seeks to control individuals and ensure obedience.	When at risk individuals are befriended by someone who uses the relationship to exploit or abuse them. E.g., They might borrow money and never give it back or take over someone's flat and treat it as their own.

## 9 Six Key Principles Underpin All Safeguarding Adult Work

The Department of Health Care and Support Statutory Guidance issued under the Care Act 2014 describes six principles that underpin all safeguarding adult work, which applies to all sectors and settings. These principles should always inform the ways in which professionals and other staff work with adults.

<b>Empowerment</b>	People being supported and encouraged to make their own decisions and informed consent. <i>"I am asked what I want as the outcomes from the safeguarding process, and these directly inform what happens".</i>
<b>Prevention</b>	It is better to take action before harm occurs. <i>"I receive clear and simple information about what abuse is, how to recognize the signs and what I can do to seek help."</i>
<b>Proportionality</b>	The least intrusive response appropriate to the risk presented. <i>"I am sure that the professionals will work in my interests, as I see them, and they will only get involved as much as needed."</i>
<b>Protection</b>	Support and representation for those in greatest need. <i>"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."</i>
<b>Partnership</b>	Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. <i>"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."</i>
<b>Accountability</b>	Accountability and transparency in delivering safeguarding. <i>"I understand the role of everyone involved in my life and so do they."</i>

## **10 Key Roles and Responsibilities**

### **10.1. Trustees**

Protecting people and safeguarding responsibilities should be a governance priority for all charities. As part of fulfilling their trustee duties, Daisy Chain's board of trustees must take reasonable steps to protect people who come into contact with Daisy Chain from harm. This includes:

- Beneficiaries
- Staff
- Volunteers
- Other people who come into contact with Daisy Chain through its work

The main areas of responsibility for Daisy Chain's board of trustees are as follows:

- Making sure all trustees, employees, volunteers and beneficiaries know about safeguarding and people protection
- Ensuring we have appropriate policies and procedures in place
- Checking that people are suitable to act in their roles
- Ensuring we have a clear system of referring or reporting to relevant organisations as soon as a concern is identified
- Setting out risks and how we will manage them in a risk register which is regularly reviewed
- Ensuring that a referral is made to the Disclosure and Barring Service should a member of staff or a volunteer be deemed to be a risk to a child or adult or be dismissed following an investigation
- Reporting safeguarding breaches to the Charity Commission

Daisy Chain will appoint a safeguarding trustee with special responsibility for safeguarding who will be responsible for ensuring that Daisy Chain's policies and procedures are fit for purpose. The appointed trustee will have a background in safeguarding and will meet on a termly basis with the Designated Safeguarding Lead to provide them with support and guidance.

### **10.2. Designated Safeguarding Lead/Officers**

Daisy Chain will appoint a Designated Safeguarding Lead (DSL) to coordinate Daisy Chain's safeguarding policies and procedures. The DSL will be a senior manager at Daisy Chain and will have extensive training in and experience of safeguarding.

In addition, Daisy Chain will appoint at least 2 Designated Safeguarding Officers (DSO's) for adults who will receive the same level of training as the DSL. Staff designated as a DSL or DSO will have a separate job description for this responsibility and will be given the funding, training, time, resources and support to provide advice and guidance to others on safeguarding and child protection matters. The DSL and DSO's will take part in strategy discussions, inter-agency meetings and other appropriate forums to ensure Daisy Chain discharges its responsibilities in regard to safeguarding children.

The DSL and DSO's should receive the recommended training for staff with a safeguarding responsibility every two years from Hartlepool & Stockton's Safeguarding Children's Partnership or another approved provider in order to ensure they:

- Understand the assessment process
- Have a working knowledge of how case conferences work and be able to attend and contribute to these effectively when required to do so.
- Keep Daisy Chain's internal safeguarding training and policies up to date and that all staff and volunteers have access to and understand them.
- Are alert to developments in knowledge and understanding of child abuse.
- Are able to keep detailed, accurate, secure, written records of concerns and referrals.
- Are able to obtain access to resources.
- Encourage a culture of listening.

Alongside the statutory training provided by Hartlepool & Stockton Safeguarding Children's Partnership the DSL and DSO will also receive a rolling programme of more specialist training in areas such as PREVENT, FGM and Sexual Exploitation.

The main areas of responsibility that the DSL and DSO's for adults has are:

#### Managing Referrals

- Referring all cases of suspected abuse to the Adult First Contact Team (you may be directed to liaise with the Local Authority Designated Officer (LADO) for safeguarding adult concerns)
- Notifying the Disclosure and Barring Service where a person is dismissed or leaves due to risk or harm of a child or adult
- Informing the LADO of any safeguarding complaints or allegations of abuse against staff or volunteers
- Referring suspected cases of abuse to the police who may undertake an investigation to determine whether a crime has been committed.

#### Supporting Staff

- Acting as a source of support, advice and expertise to staff on matters of safety and safeguarding and when deciding whether to make a referral by liaising with relevant agencies.

#### Advising the SLT/Trustees

- Liaising with the Senior Leadership team to inform them of issues and ongoing enquiries and police investigations.
- Informing trustees at their meetings of the number of safeguarding issues. The Chair will also be informed of any reports to the LADO.
- Keeping up-to-date on charity commission guidance in regards to when a safeguarding concern needs to be reported to them.

#### Raising Awareness

- Updating safeguarding policies annually and reviewing procedures to ensure they remain fit for purpose
- Ensuring the Safeguarding Adults Policy is available electronically and that there is a general understanding that referrals about suspected abuse might be made and the role of Daisy Chain in this.

- Providing annual internal training to all staff and volunteers (including the board of trustees) to ensure they are kept up-to-date with Daisy Chain's policies and procedures.
- Linking with the Teeswide Safeguarding Adults Board to make sure staff are aware of training opportunities and the latest local policies on safeguarding.
- Attending and participating in regular safeguarding meetings to ensure safeguarding is managed appropriately in Daisy Chain.
- Updating the safeguarding poster and ensuring it is displayed prominently in locations around Daisy Chain. This is attached as appendix 1.

#### Providing Information for Parents/Carers/Service Users

- Ensuring that parents/carers are aware that Daisy Chain will take any reasonable action to safeguard the welfare of adults using our services. In cases where we have reason to be concerned that an adult may be experiencing abuse staff will follow Teeswide Safeguarding Authority procedures and inform the Adult First Contact Team or police of their concerns.
- Ensuring that adult service users know who within the organisation they can talk to about a safeguarding concern

### **10.3. All Staff & Volunteers**

Everyone who works for or volunteers for Daisy Chain has a role to play in safeguarding at risk adults. Adults may make disclosures or show signs of abuse at any time. For these reasons it is important that everyone:

- Listens carefully to any adult who makes a disclosure to them.
- Takes the disclosure seriously and do not offer any personal opinion about the information that is shared.
- Does not stop the person from talking
- Makes notes as soon as possible about what has been disclosed including where you were, who was present, the time of day, how the adult appeared (e.g. sad, angry, upset, etc.).
- Uses the language that the adult used
- Explains that you cannot promise not to speak to others about the information you have heard but if you need to tell others it will be people who need to know (e.g. Designated Safeguarding Officer, LADO, police). It is important to give reassurance but not to promise confidentiality.
- Reassures the person making the disclosure that:
  - *You are glad they felt able to tell you*
  - *They have not done anything wrong*
  - *What you are going to do next which might include getting help if the adult is at immediate risk of harm or abuse or neglect*
- Reports any concerns immediately to a Designated Safeguarding Officer or, if the concern is for the immediate welfare of the adult, contacts the Teeswide Safeguarding Adults Board or the police stating your concerns and that you believe there to be a safeguarding issue.
- Maintains an attitude of 'it could happen here' and report any concerns to a Designated Safeguarding Officer.
- Attends regular training/updates.

*An allegation of abuse or neglect can lead to a criminal investigation. It is essential that staff do not try to investigate any allegations of abuse or neglect or ask any potentially leading questions.*

#### **10.4 Adult who has been or is at risk of abuse or neglect.**

The adult must be involved from the beginning of safeguarding procedures unless there are exceptional circumstances, and where possible their consent should be sought prior to concerns being shared on an inter-agency basis. The adult's (or their representative's) views and wishes including their desired outcomes must be considered as part of the ongoing procedures (Enquiry).

#### **10.5 Family involvement**

Where the adult has mental capacity to make decisions about Safeguarding Concerns, involvement of family, friends or informal carers should be agreed with the adult. In any case where the adult does not have mental capacity, family, friends or informal carers must be consulted in accordance with the Mental Capacity Act 2005.

#### **10.6 Advocacy**

As part of the safeguarding adult's procedure consideration must be given as to whether the at risk adult may benefit from the support of an independent advocate.

Where the adult has substantial difficulty in participating in the safeguarding adults process, and there is no other appropriate person to assist them, under the Care Act 2014 independent advocacy must be arranged by the Local Authority. The details of local arrangements for advocacy are held by each Local Authority.

### **11. Allegations against members of staff**

- If an allegation is made by a at risk adult, their parent, guardian or carer, against a member of staff, Daisy Chain will conduct an investigation under the Disciplinary Procedure, which may include the suspension of the member of staff.
- The DSL will determine how the case will proceed and whether it can be dealt with internally or whether a multi-agency approach is required. The DSL will always seek guidance from the LADO before making this decision.
- The Head of HR will contact the person(s) concerned individually and provide details of the allegations that have been made unless advised to the contrary by the LADO informing what actions will follow.
- If the allegation is against a volunteer, the volunteer will be asked to leave Daisy Chain for the duration of the investigation.
- If a member of staff or volunteer is suspended during the investigation they will be required to hand over any keys, confidential information and computer equipment holding confidential information. They will also be asked not to enter Daisy Chain premises except by arrangement with the person in charge or senior management.
- Contingency procedures for staff cover will be arranged.
- If a member of staff or a volunteer is deemed to be a risk to adults or deemed unsuitable to work with at risk adults or is dismissed following an investigation a referral must be made to the Disclosure and Barring Service and the incident must also be reported to the Charity Commission.

### **12. Safeguarding Complaints**

A safeguarding complaint involving a member of staff or a volunteer must be reported to a member of the Senior Leadership Team. If the complaint involves the Chief Executive, the Chair of Trustees should be informed. The Charity Commission should also be informed at this stage.

The LADO should also be contacted immediately. They will determine the next steps. A multi-agency strategy meeting may be arranged to consider the complaint. A member of the Senior Leadership Team will usually be expected to attend this meeting, which will be arranged by the LADO. All issues must be recorded on the allegation management form and the outcome reached must be noted to ensure the case can be closed.

Depending on the nature of the complaint and the advice of the LADO it may be necessary to suspend the member of staff or volunteer pending the investigation. An outcome of the investigation could be dismissal.

### **13. Training and Support**

All staff members should be aware of the systems within Daisy Chain, which support safeguarding, and these should be explained as part of the induction process. This includes the Safeguarding Children's Policy, the Safeguarding Adults Policy and who the DSL and DSO's are within Daisy Chain.

The DSL and DSO's are responsible for providing internal training to ensure that all staff members and volunteers (including the board of trustees) are up-to-date on Daisy Chain's safeguarding policies and procedures.

All front-line delivery staff and volunteers will also receive appropriate external safeguarding training, which is regularly updated.

Daisy Chain will take advice from Teeswide Safeguarding Adults Board regarding the frequency and content of the training.

### **14. Professional Confidentiality**

Confidentiality within the context of safeguarding must be understood by all employees and volunteers of Daisy Chain. This will be discussed as part of the internal training provided by the safeguarding team.

### **15. Records and Monitoring**

Well-kept records are essential to good safeguarding practice. Daisy Chain expects all staff and volunteers to understand the need to record concerns about an adult who makes a disclosure or an adult who may be at risk from or experiencing neglect or abuse. This will be discussed as part of the internal training provided by the safeguarding team.

### **16. GDPR/Data Protection**

Daisy Chain acknowledges that adults have a right to independence, choice and self-determination including control over information about themselves. However, in the context of adult safeguarding these rights can be overridden in certain circumstances such as in an emergency or life-threatening situation. Whilst it is good practice to try to gain a person's consent to share information, the Data Protection Act 2018 and the General Data Protection



Regulation (GDPR) do not prevent the sharing of sensitive, personal information without consent between organisations where there is a serious safeguarding concern.

**17. Attendance at Safeguarding Conferences**

In the event of Daisy Chain being requested to attend safeguarding conferences, a Designated Safeguarding Officer will represent Daisy Chain or identify the most appropriate trained member of staff to provide information relevant to the meeting.

**18. Please read this policy alongside the following policies & procedures:**

- Safeguarding Children Policy
- Whistle Blowing Policy
- Complaints Procedure
- Duty of Care Policy
- Dignity at Work Policy
- Recruitment & Selection Policy

Please note the policies and procedures listed above can all be found on the People HR system. Volunteers can be provided with hard copies of these policies.

*This policy has been informed and developed through reference to the Teeswide Safeguarding Adults Board and their policies, strategies and procedures available on the website: [www.tsab.org.uk](http://www.tsab.org.uk).*

Appendix 1

**SAFE GUARDING**

**DESIGNATED SAFEGUARDING OFFICERS**

 Jennifer Hewitt Head of Safeguarding Children DSO	 Hayley Matthews Head of Safeguarding Adults DSO	 Laura Leaf DSL DSO	 Lois Boothman DSO
 Clare Natrass DSO	 Lynnette Taylor DSO	 Rebecca McCabe DSO	 Wendy 'A' Anson DSO

**Report your concerns**

- If the person is in imminent danger call 999.
- If a Designated Safeguarding Officer is not on-site, contact them on their mobile (available from Reception).
- Do not confront the person you have suspicions about- this might jeopardise an investigation.
- You can also contact the relevant Hub if you have concerns.
- Contact the relevant hub or the Police if you are not satisfied with the way your concerns have been treated.
- If you suspect a Designated Safeguarding Officer, report your concerns to the Chief Executive Officer.

**Protecting those in our care from HARM**

If you witness or suspect harm, or have any concern,  
**ACT IMMEDIATELY**

Safeguarding referral process for Daisy Chain

Inform a Daisy Chain  
**DESIGNATED SAFEGUARDING OFFICER**  
If unavailable, contact The hub (see numbers below) or call the police on 101  
**In an emergency dial 999**

**OR**

**Telephone the First Contact Team**

<p><b>Concerned about a CHILD?</b> Call The Children's Hub: Stockton: 01642 130080 Hartlepool: 01429 284284 Redcar: 01642 130700 Middlesbrough: 01642 726004 Darlington: 01325 406222</p>	<p><b>Concerned about an ADULT?</b> Call The Adult's Hub: Stockton: 01642 527764 Hartlepool: 01429 523390 Redcar: 01642 065070 Middlesbrough: 01642 065070 Darlington: 01325 406 111</p>
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**Out of hours Emergency Duty Team**

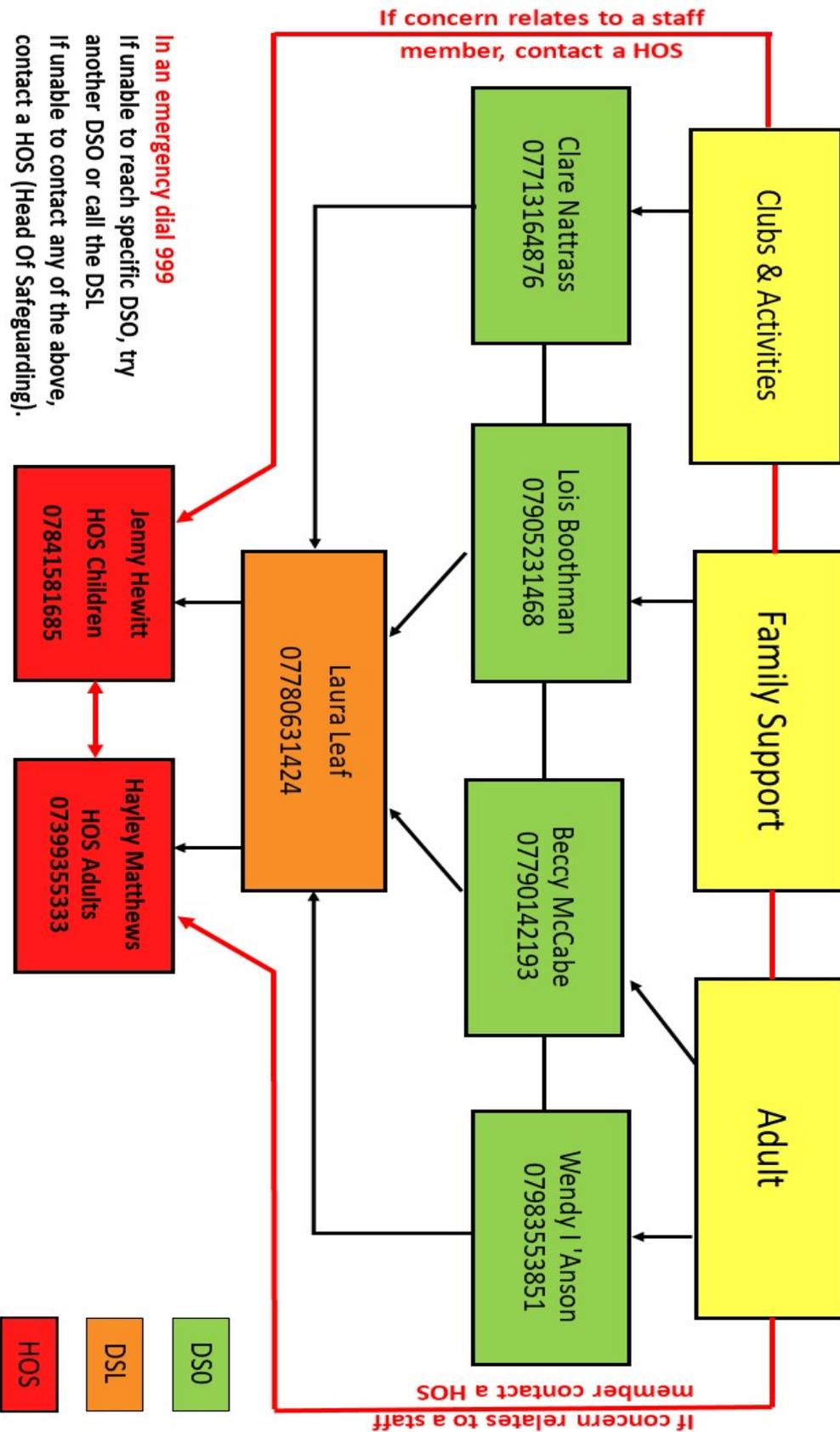
**Tel: 01642 524 552 (Children and Adults)**

Local Authority Designated Officer (LADO):-
Stockton & Hartlepool: 01429 401844
Redcar: 01642 771530
Middlesbrough: 016242 201835 or 01642 513138
Darlington: 01325 406451

**If you think it, report it.  
Doing nothing is not an option**

Appendix 1

**Out of Hours Safeguarding Concern Flowchart**



## Appendix 2

### Prevent and Channel

#### What is prevent?

Prevent is a strand of the Government's counter terrorism strategy [CONTEST](#) that aims to stop people from being drawn into terrorism by:

- Challenging the spread of terrorist ideology
- Supporting vulnerable people from being radicalised and drawn into terrorism.
- Working with key institutions where there are risks of radicalisation.

All agencies, not just the police, have an important role to play in preventing terrorism. The '**Prevent Duty**' established under the **Counter Terrorism and Security Act (2015)** requires responsible authorities to '*have due regard to the need to prevent individuals from being drawn into terrorism in the exercise of their duties*'.

This duty includes those working with children, young people and adults to be trained to understand the risk of terrorism in the local area; be able to identify when an individual is at risk of radicalisation; and know how to respond when a risk is identified by making a PREVENT referral.

Prevent is a national programme delivered at a local level based on the risks identified in each local authority area. Cleveland Police develop a Counter terrorism Local Profile (CTLP) which is shared with operational groups in each local authority area.

#### What do we mean by Terrorism/Extremism?

Terrorism covers all forms of extremism (both violent and non-violent) and is defined in the national Prevent Strategy as any vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty, and mutual respect and tolerance of different faiths and beliefs.

Prevent covers both international and domestic terrorist threats and includes the activities of Extreme/Far Right groups, Left Wing, Anarchist, Single Issue Terrorist (LASIT) and animal rights groups.

#### What do we mean by Radicalisation?

Radicalisation is the process by which people come to support terrorism and extremism and, in some cases, participate in terrorist groups.

#### Indicators and Signs of Terrorism or Extremism

There is no obvious profile or single indicator of a person likely to become involved in extremism or adopt violence in support of extremist ideas. The process of radicalisation is different for every individual and can take place over an extended period or within a very short time frame.

Safeguarding from extremism is no different to how practitioners would share a concern about drugs, physical and sexual abuse or any other form of criminality.

Children, young people and adults can be drawn into violence or exposed to messages from extremist groups by many means.

These can include:

- exposure through the influence of family members or friends
- Direct contact with extreme groups and organisations
- Via the internet.

This can put individuals at risk of being drawn into criminal activity and subjected to significant harm by exposure to, or involvement with, groups or individuals who advocate violence as a means to a political or an ideological end.

#### Risks

Most individuals, even those who hold radical views do not become involved in extremism. Numerous factors can contribute to and influence the range of behaviours that are defined as extremism.

It is important to consider these factors in order to develop an understanding of the issue. It is also necessary to understand those factors that build resilience and protect individuals from engaging in violent extremist activity.

The following indicators may support professionals to understand and identify factors that may suggest an adult, young person, or their family could be vulnerable to being drawn into extremism;

- Identity crisis – distance from culture, religious heritage and uncomfortable with their place in the society around them.
- Personal crisis – family tensions, sense of isolation, adolescence low self-esteem, disassociation from existing friendship groups and becoming involved with a new and different group of friends searching for answers to questions about identity, faith and belonging.
- Personal circumstances – migration, local community tensions, events affecting Country and region of origin, alienation from UK values having a sense of grievance that is triggered by personal experience of racism or discrimination or aspects of Government policy, unmet aspirations, perceptions of injustice, perceived grievance, feeling of failure, rejection of civic life, criminality, experiences of imprisonment, poor resettlement, reintegration, previous involvement with criminal groups.

It is however important to remember that children and young people may display behaviours indicative of radicalisation for other reasons including:

- alcohol
- drug abuse
- family breakdown / bereavement
- domestic abuse

The process of radicalisation is different for every individual and can take place over an extended period or within a very short time frame.

Potential indicators of radicalisation may include:

- Use of inappropriate language
- Possession or accessing violent extremist literature
- Behavioural changes
- Expressing extremist views
- Advocating violent actions and means
- Association with known extremists
- Articulating support for violent extremist causes or leaders
- Using extremist views to explain personal disadvantage
- Joining or seeking to join extremist organisations
- Seeking to recruit others to an extremist ideology

It is important to be cautious in assessing these factors to avoid inappropriate labelling or stigmatising individuals because they possess a characteristic that matches a specific profile.

The risk of radicalisation is the product of **a number of factors**, and identifying this risk requires practitioners to exercise their professional judgements and seek further advice where necessary, as it may be combined with other vulnerabilities that need to be considered.

There is no such thing as a typical extremist and those involved in extremism come from a range of backgrounds and experiences.

### How to make a Prevent referral

When a practitioner identifies a risk or has a concern about the vulnerability of an individual in relation to radicalisation, the organisations safeguarding processes must be followed and the Prevent Lead / Safeguarding Team informed (**Jennifer Hewitt**)

This must then be reported to the Cleveland Police Prevent Officer by completing the [Prevent Referral Form](#) and sending it to [Prevent.Contest@cleveland.pnn.police.uk](mailto:Prevent.Contest@cleveland.pnn.police.uk).

The Cleveland Police Prevent Officer will respond to all referrals and will undertake preliminary investigations and assess the level of threat and risk posed by the individual and / or their family.

All referrals are logged on the Prevent National database.

The Cleveland Police Prevent office is resourced 0800 to 1600 Monday to Friday (Tel: 01642 301332) and can be contacted for advice before sending the referral where needed.

Outside of those hours contact is via 101 and Cleveland Police control room will assess the concerns and forward to the on call Prevent Officer if required.

Not all cases will require further action; however, there are occasions when risk may be perceived to be immediate, and the information must be reported immediately to the police who will then coordinate with the relevant local authority in taking the most appropriate action to ensure the safety of the child/adult at risk.

PREVENT referrals to the Police do not require consent. However the process is voluntary, and the subject must consent to engage. Irrespective of whether the subject consents to engage the fundamental Police checks and safeguarding measures will be put in place.

Where the level of risk or vulnerability to radicalisation is substantiated, the Cleveland Police Prevent Officer will contact the Prevent Lead in the relevant local authority and request that a Channel Panel is convened to monitor the risk and to develop a support plan for the individual.

If there is a reason to believe that the child, young person or adult associates with those known to be involved in extremism either because they associate directly with known individuals or because they frequent key locations where these individuals are known to operate, there is a need to refer in to the Channel Panel process.

If additional safeguarding concerns exist for a child or young person, a Safer Referral Form should be completed and sent to the relevant local authority (as detailed on the form).

If additional safeguarding concerns exist for a vulnerable adult, a Teeswide Inter-agency Adult Safeguarding Concern Form should be completed and sent to the relevant local authority (as detailed on the form).

Referrals / concerns should clearly indicate that a Prevent referral has been made to Cleveland Police Prevent Team and the local authority should contact the Police Prevent Team in all cases referred.

## **What is Channel?**

Channel is a key element of the Prevent Strategy. It is a multi-agency approach to protect people at risk from radicalisation using collaboration between local authorities, statutory partners, the police and local community to:

- Identify individuals at risk of being drawn into terrorism
- Assess the nature and extent of that risk
- Develop the most appropriate support plan for the individual concerned

Channel is about safeguarding children, young people and adults from being drawn into terrorism by offering support to those who are identified as being vulnerable at an early stage.

Channel provides a multi-agency framework assess the nature and extent of the risk and develops an appropriate support plan for the individuals concerned.

Under provisions in the Counter Terrorism and Security Act (2015), Local Authorities are required to establish Channel Panels to support vulnerable individuals from being radicalised and drawn into extremist activity.

## **The Channel Panel Process**

The Channel Panel will be convened on an individual basis by the named Local Authority Prevent Lead at the request of the Cleveland Police Prevent Officer. Key stakeholders will be invited to attend the Channel Panel and to contribute information about their agencies involvement with the individual who has been referred.

Channel Panels are led by the Local Authority and include local police as well as other partners from a range of other agencies including the Criminal Justice System, education and health.

Agencies have a duty to cooperate with the Channel Panel in the discharge of its functions, so far as is reasonably practicable.

Local Authorities and their partners must consider how best to ensure that these assessments align with any assessment undertaken within the Children Act, 1989, Working Together (2018) and the Care Act 2014.

The Channel Panel will assess the extent to which the identified individual is vulnerable to being drawn into terrorism and arrange for support to be provided to those individuals.

Annex C of the [Channel Duty Guidance 2015](#) provides the Vulnerability Assessment Framework that Channel Panels will use to guide decision making. It is also a useful tool for agencies to use to guide their assessment and referral decision making processes.

Practitioners from agencies who know the individual will be invited to the Channel Panel. Where an individual is known to Children's Social Care or Adult Social Care, the allocated social worker should attend the Panel.

If there is no further action the feedback will be given to the referring agency and advice given appropriately.

For each Channel case a review will take place 6 and 12 months after that case has been exited from the Channel process.

If there are continuing safeguarding needs identified at the Channel Panel, a SAFER referral will be made to Children's Safeguarding Services or an Adult Safeguarding Concern to Adult Social Care at the earliest opportunity to enable a Strategy Meeting to be held. In all cases a representative from the Police, Prevent Team Branch should be invited to the Strategy Meeting.

## Useful Contacts

Contact Cleveland Police Prevent Team or your local authority Prevent Lead for further advice and support in relation to the Channel referral process.

Local contacts are as follows:

**Prevent Team**                    [prevent.contest@cleveland.pnn.police.uk](mailto:prevent.contest@cleveland.pnn.police.uk) Tel: 101 (ask for PREVENT Team)

### Local Authority Prevent Contacts

**Hartlepool**                    [Rachel.Parker@hartlepool.gov.uk](mailto:Rachel.Parker@hartlepool.gov.uk) Tel: 01429 523226

**Stockton**                    [Marc.Stephenson@stockton.gov.uk](mailto:Marc.Stephenson@stockton.gov.uk) Tel: 01642 527173

**Middlesbrough**            [Andrew\\_Shippey@middlesbrough.gov.uk](mailto:Andrew_Shippey@middlesbrough.gov.uk) Tel: 01642 728690

**Redcar & Cleveland**      [Julie.McDowell@redcar-cleveland.gov.uk](mailto:Julie.McDowell@redcar-cleveland.gov.uk) Tel: 01642 837743

### Useful Guidance Pathway Tools, Contacts and Websites:

- [HM Government Prevent Strategy](#)
- [HM Government Prevent Duty for Schools & Childcare Providers](#)
- Helpline Email [counter.extremism@education.gsi.gov.uk](mailto:counter.extremism@education.gsi.gov.uk) / Telephone 020 7340 7264
- E-learning [Channel General Awareness](#)
- [Cleveland Police - Counter Terrorism](#)

Appendix 2  
Prevent Flowchart

