



Policies and Procedures Manual

Including:

- 1 Recruitment and Selection Policy
- 2 Performance Appraisal Policy
- 3 Abusive or Threatening Behaviour
- 4 Safeguarding Adults Policy Statement
- 5 Prevent policy
- 6 Complaints Policy
- 7 The Formal Complaints Procedure

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1 Recruitment and Selection Policy

The Charity strives to ensure that our recruitment results in us having the right people, in the right place at the right time. Our recruitment and selection policy aims to ensure that we attract and appoint applicants with the right skills, knowledge, behaviours and experience to meet the needs of all our vacancies. In light of this we ensure that we appoint on the basis of merit and without discrimination.

1.1 Introduction

1.1.1 Effective recruitment and selection is central and crucial to the successful functioning of Action Foundation. It depends on finding people with the necessary skills, expertise and qualifications to deliver the Company's strategic objectives and the ability to make a positive contribution to the values and aims of the organisation.

1.2 Advertisements

- 1.2.1 Vacancies will generally be advertised in an appropriate newspaper or journal, and will **not** be confined to those media which, because of their particular source of applicants, provide only or mainly applicants of a particular group.
- 1.2.2 Advertisements will also be notified to the appropriate local job centre where this is appropriate.
- 1.2.3 All vacancies will also be posted on the Company Intranet, and internal notice boards. Action Foundation is keen to facilitate internal promotions wherever possible as development opportunities for it's staff.
- 1.2.4 Action Foundation may, on occasions, decide to restrict advertisement to internal candidates only. Furthermore junior posts will always be advertised internally in the first instance, to provide continuous development of existing members of staff unless the Management team agrees that this is not appropriate due to the specialist skills required for the post involved.
- 1.2.5 Vacancies, which are restricted to internal candidates only will be clearly indicated on the advertisement. All internal candidates will be selected for interview on the same criteria as external candidates.
- 1.2.6 Employees on maternity leave will receive all advertisements for posts advertised in the Company during their period of maternity leave.

1.3 Application Form

1.3.1 Candidates for all posts will, except on some occasions when a vacancy is restricted to internal recruitment, be asked to complete a standard application form, in order that they can be judged on the basis of comparable information.

- 1.3.2 In applying for posts, all candidates will be provided with a job description, details of the appropriate conditions of service and details about the Company. A brief statement about the appointment procedure will also be provided and, if possible, an indication of the date (or week) when interviews will be held. The job description will include a list of the main duties and responsibilities of the post, together with an outline of the qualifications and experience which candidates are expected to possess.
- 1.3.3 In drawing up the job description and conditions of service the Company will ensure that no job applicant receives less favorable treatment than another on the grounds of disability, gender, race, religion or belief, age, sexual orientation, marital status, parental status, caring responsibilities or hours of work, and that no applicant is placed at a disadvantage unjustifiably by requirements or conditions which have a disproportionately adverse effect on a particular group.
- 1.3.4 Applicants will be asked to specify whether they have any disabilities, as defined in the Disability Discrimination Act 1995, and whether there are any reasonable adjustments needed for them to attend an interview. All applicants with a disability who meet the essential criteria for a job will be interviewed, and considered on their merits.
- 1.3.5 Applicants will be required to supply the names and addresses of two people from whom references can be obtained, one of which should normally be the applicant's current or most recent employer.
- 1.3.6 Only references for short listed candidates for interview will be obtained. References will normally be sought prior to interview, unless the candidate indicates otherwise.
- 1.3.7 References should normally be made in writing or email, but those received by telephone will be accepted, provided that a note of the conversation is recorded and placed on file.
- 1.3.8 All candidates will be asked to declare on the application form whether they have ever been convicted of any criminal offence which cannot be regarded as 'spent' in terms of the Rehabilitation of Offenders Act 1974.
- 1.3.9 Applicants will also be required to declare if they are related to any member of staff within the Company. Canvassing of members of the Company is not permitted. No manager should be put into a position where he or she is asked to interview a person to whom they are related.
- 1.3.10 It is the Company's policy not to communicate further with applicants other than those who are shortlisted. A note to this effect is included in the details sent out to applicants.
- 1.3.11 Applicants details will be recorded at the point of receipt. All information relating to the data collected in the equality and diversity recruitment monitoring form will be hidden from all those involved in the recruitment and selection process. The information collected will be solely used for the purposes of equality monitoring.
- 1.3.12 All completed applications forms are private and confidential and should only be made available to those directly involved in the recruitment and selection process.

- 1.3.13 All application forms will be collated by Human Resources Department / Company Administrator and supplied to the appointing manager and interview panel for shortlisting purposes.
- 1.3.14 A shortlist of candidates will be drawn up for interview, based entirely on merit and suitability for the post but taking account of the Company's responsibilities in relation to the Disability Discrimination and Equalities Acts. Other than in exceptional circumstances, reasonable notice will be given to ensure that candidates have sufficient time in order to prepare for and make the necessary arrangements to attend the interview.

1.4 Selection Methods

- 1.4.1 Interviews will be held by a panel comprising of ideally three persons, but a minimum of two persons, gender balanced wherever possible. The interviewers will encourage candidates to be at ease during the interview, in order that they can give a fair and accurate impression of themselves.
- 1.4.2 <Optional paragraph>A representative from Human Resources will be present on all interviews for posts below Director level. The Company's HR Adviser will be present on interview panels for posts of Director and above.
- 1.4.3 The selection and appointment of the Chief Executive will be made by members of the Board and the panel will be chaired by the Board Chairman.
- 1.4.4 A set of questions will be agreed by the interview panel in advance and will be developed from the current job description for the post. The panel will seek to develop questions which ask the candidates to give examples of their previous relevant experience
- 1.4.5 All candidates will be asked the same questions in the same order, and their responses rated between 1-10. The panel will each have a copy of the questions and will score independently of each other during the interview. Time is allocated between interviews for the panel to discuss each candidate and to award a total points score. Additional notes may be made by the panel during the interview, however it should be noted that candidates will have access to all information should they request it.
- 1.4.6 It should be remembered that an interview is a two way process, and candidates will be given every opportunity to view the offices where they will work and ask questions about the Company, to ensure that they have a full understanding of the post for which they are applying and the way the Company operates.
- 1.4.7 In addition to interviews, a range of other selection techniques may be used. In such circumstances reasonable notice and relevant information will be given to ensure that candidates have sufficient time and information to prepare.
- 1.4.8 Candidates attending an interview will be reimbursed any reasonable expenses incurred.
- 1.4.9 For travelling expenses this would normally be at the appropriate second-class rail fare.

- 1.4.10 A candidate who withdraws or refuses an offer of appointment for reasons considered by the Company to be inadequate will not be reimbursed his/her expenses.
- 1.4.11 All appointments will be made strictly on merit and related to the requirements of the job.
- 1.4.12 The Chief Executive has delegated powers to make appointments to posts below Director level or equivalent. For Director level posts the Chief Executive will consult with the Chairman to determine Board Members' level of involvement.
- 1.4.13 All interviewed candidates will be notified of the outcome of the selection process as soon as possible, either by telephone or letter.
- 1.4.14 All unsuccessful candidates' application forms and interview notes will be retained for one year from the date of interviews taking place. After this date they will be destroyed.

1.5 Relevant Checks

- 1.5.1 All offers of employment will be made conditional upon satisfactory results from the following:
 - two satisfactory references;
 - confirmation of the right to work in this country (if appropriate)
 - Criminal Records Disclosure (if appropriate).

1.6 Probationary Period

- 1.6.1 All appointments into the Company will be made subject to a probationary period of six calendar months. After three months a review meeting will take place between the post holder and their line manager to discuss progress. At the end of the probationary period, and subject to a satisfactory report by the appropriate head of section or line manager, employees will be notified in writing that they have successfully completed their probationary period. The probationary period can be extended by a further 3 months should the individuals line manager consider this appropriate.

1.7 Recruitment Monitoring

- 1.7.1 The Company seeks to recruit employees on the basis of their ability and the requirements of the post.
- 1.7.2 The Company wants to ensure that no applicant receives less favorable treatment than another on the grounds of disability, gender, race, religion or belief, age, sexual orientation, marital status, parental status, caring responsibilities or hours of work.
- 1.7.3 In order to meet this commitment, all candidates are asked to complete a recruitment monitoring form enclosed with the application form. All completed monitoring forms will be treated as confidential. The form will be separated from the application form on receipt and those involved in the selection process will not have

access to it. The information given by candidates will be solely used for the purpose of monitoring the recruitment process.

1.8 Exit Interviews

- 1.8.1 All employees who leave the employment of the Company voluntarily will have an exit interview with their manager before their last day of employment.
- 1.8.2 Exit interviews provide the opportunity for departing employees to discuss their reasons for leaving. The information provided is useful in identifying trends, learning and development and evaluating the effectiveness of HR policies and practices.
- 1.8.3 The appropriate line manager should receive all appropriate information, such as recommendations made for change, or significant issues raised in the questionnaire, whilst bearing in mind confidentiality issues. The exit interview questionnaire will be retained on the employee's personal file.

2 Performance Appraisal Policy

The charity is committed to supporting every employee to reach their potential and achieve their personal goals, which in turn will assist the organisation to achieve its objectives. The performance appraisal policy supports the performance appraisal scheme. The scheme is a formal process centred on an annual meeting of each employee and their line manager to discuss his/her work. The purpose of the meeting is to review the previous year's achievements and to set objectives for the following year. These should align individual employees' goals and objectives with organisational goals and objectives.

2.1 Core Principles of the Appraisal Policy

- 2.1.1 The appraisal process aims to improve the effectiveness of the organisation by contributing to achieving a well motivated and competent workforce.
- 2.1.2 Appraisal is an ongoing process with an annual formal meeting to review progress.
- 2.1.3 The appraisal discussion is a two way communication exercise to ensure that both the needs of the individual, and of the organisation are being met, and will be met in the next year.
- 2.1.4 The appraisal discussion will review the previous year's achievement, and will set an agreed Personal Development Plan for the coming year for each member of staff.
- 2.1.5 All directly employed employees who have completed their probationary period are required to participate in the appraisal process.
- 2.1.6 The appraisal process will be used to identify the individual's development needs and support the objectives of the Training and Development Policy.
- 2.1.7 All staff will receive appraisal training as an appraisee, and where appropriate as an appraiser.
- 2.1.8 The appraisal process will provide management with valuable data to assist succession planning.
- 2.1.9 The appraisal process will be a fair and equitable process in line with our Equality Policy.

2.2 Performance Appraisal Implementation

- 2.2.1 Performance appraisal discussions will be held over a designated 4 week period on an annual basis. They will be arranged by the appraisee's line manager. Line managers are encouraged to provide the opportunity for an additional 6 month verbal appraisal review, mid-year and other informal reviews as necessary throughout the year.
- 2.2.2 The discussion will be held in private. Information shared during the appraisal will be shared only with senior management. The exception is training needs, that will be provided to the HR / administration for action. Confidentiality of appraisal will be respected.

- 2.2.3 The appraiser (usually the employee's line manager) will be expected to have successfully completed appraiser training, and to be familiar with the appraisee's work.
- 2.2.4 All appraisal documents should be issued to both parties prior to the discussion, in order to allow time for both parties to reflect and prepare. These will provide a framework and focus for the discussion.
- 2.2.5 A time and venue for the discussion will be advised at least one week before the meeting takes place.

2.3 The Appraisal Discussion

- 2.3.1 The appraisal discussion will allow an opportunity for both the appraisee, and the appraiser to reflect and comment on the previous year's achievements. It will praise achievement and encourage the appraisee in his/her role.
- 2.3.2 The appraiser is accountable for giving the employee constructive, timely and honest appraisals of their performance, which should take into account both the goals of the organisation and of the individual.
- 2.3.3 The discussion should be a positive dialogue, and will focus on assisting the appraisee to acquire the relevant knowledge, skills and competencies to perform his/her current role to the best of his/her abilities.
- 2.3.4 The appropriate forms will be completed and signed by both parties. The appraisee will be given the opportunity to note any comments that he/she does not agree with and complete a self assessment.
- 2.3.5 The appraisee and line manager should agree on a Personal Development plan for the appraisee for the following year. This will reflect the appraisee's aspirations and the organisation's requirements, and should align personal and organisational goals. The organisation and the line manager will support the individual to achieve these goals during the forthcoming year.
- 2.3.6 Any training needs, future training requirements, planned qualifications, development opportunities and career planning should be discussed in the light of the Personal Development Plan.

2.4 Training and Monitoring

- 2.4.1 Senior Management are responsible for the appraisal process, and he/she shall ensure that appraisers and appraisees are adequately equipped and trained to undertake the performance appraisal.

3 Abusive or Threatening Behaviour

3.1 Purpose

- 3.1.1 This document outlines Action Foundation's policy on dealing with abusive or aggressive behaviour. It defines the types of behaviour that constitutes abusive. The document sets out the procedures to be followed in dealing with the matter first hand and the investigation of a complaint.

3.2 Policy Statement

- 3.2.1 It is Action Foundation's policy that every employee and every student has a right to carry out her or his duties/studies free from any form of abusive or threatening behaviour harassment, sexual harassment or bullying. Abusive or threatening behaviour whether from staff, students or visitors is not acceptable and Action Foundation will ensure that all complaints are investigated fully, fairly and transparently.

3.3 Responsibilities

- 3.3.1 Any person who is subject to or who witnesses an act of violent or threatening or abusive behaviour is expected to report the incident to their line manager immediately.
- 3.3.2 The line managers are responsible for the management of this policy and will inform the Director of operations and/or the Chief Executive officer of Action Foundation immediately if any claim or allegation is made.
- 3.3.3 All members of staff and students are responsible for the effective operation and implementation of this policy and procedure.
- 3.3.4 All students and visitors are expected to comply with this procedure.

3.4 Scope

- 3.4.1 This policy covers all students studying with Action Foundation, all clients in accommodation through Action Foundation, and all staff employed by Action Foundation.
- 3.4.2 This policy applies in all instances.

3.5 What is abusive behaviour?

- 3.5.1 Threatening or abusive behaviour means any behaviour that causes a person to be concerned about the actual or potential risk of violence associated with the comments or conduct of another person.

3.5.2 Violence means the attempt or actual exercise by a person of any physical force so as to cause injury to a person, and includes any threatening statement or behaviour which gives a person reasonable cause to believe that they are at risk of injury.

3.6 Procedure

3.6.1 Telephone conversations

- 3.6.1.1 You may terminate a telephone call with a person making abusive or discriminatory remarks without prior reference to a manager.
- 3.6.1.2 Before doing so you should tell the person politely but firmly that such remarks are unacceptable and that you will end the call unless they stop.
- 3.6.1.3 If the person persists, say that you are ending the call, replace the handset and make a note on the case file.
- 3.6.1.4 Any witness could contribute a minute. If there is a potential witness in the office set the phone to the hands free facility.
- 3.6.1.5 Alert your manager as soon as possible.

3.6.2 Offensive remarks contained in written material

- 3.6.2.1 You or your manager should send a written response explaining that the statements are unacceptable and why and asking the person not to repeat them.
- 3.6.2.2 If the person persists, consider how to deal with the issue on a case-by-case basis with your manager.

3.6.3 Offensive remarks face-to-face

- 3.6.3.1 Be polite but firm. You may feel comfortable challenging offensive statements or aggressive behaviour made to you face-to-face, but do not risk your personal safety to do so.
- 3.6.3.2 If you do not feel able to challenge offensive statements at the time they are made, you or your manager should write to the person about that, in the same way as with offensive remarks made in writing (above).
- 3.6.3.3 In the case of aggressive behaviour do not enter into any discussion with the perpetrator. End the conversation immediately. Walk away from the perpetrator challenging you. Walk directly to any other person and ask them to witness what is happening or walk directly to your line manager or the Director of Operations. Report the incident immediately and make a complaint against the perpetrator.

3.7 Support

- 3.7.1 The organisation will support staff distressed by abusive behaviour and will find ways to deal with it which are sensitive to their needs, especially where abuse may affect them personally.
- 3.7.2 Any complaint made will be fully investigated fully, fairly and transparently and if necessary a complaint will be made to the police
- 3.7.3 If the outcome of the investigation concludes that abusive or threatening behaviour has taken place the following will happen:

3.8 Member of Staff

- 3.8.1 This would be considered as gross misconduct and the disciplinary procedures as set out in the staff contract would be followed and if necessary a complaint will be made to the police.

3.9 Students

- 3.9.1 Students may be given the opportunity to discuss those issues in the first instance may be excluded from their lessons with immediate effect and if necessary a complaint will be made to the police.

3.10 Accommodation Clients

- 3.10.1 clients may be given the opportunity to discuss those issues in the first instance, may be asked to leave their accommodation with immediate effect and if necessary a complaint will be made to the police.

3.11 Visitors

- 3.11.1 Visitors will be banned from the premises and if necessary a complaint will be made to the police.

4 Safeguarding Adults Policy Statement

This policy will enable Action Foundation to demonstrate its commitment to keeping safe adults at risk with whom it works alongside. Action Foundation acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have policy and procedures in place so that all managers, staff, freelance employees, trustees and management team members, volunteers and service users can work to prevent abuse and know what to do should a concern arise.

The policy and procedures have been drawn up in order to enable Action Foundation to:

- promote good practice and work in a way that can prevent harm and abuse occurring;
- ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported; and
- stop abuse occurring.

The policy and procedures relate to the safeguarding of **adults at risk**. Adults at risk are defined as individuals aged over 18 who:

- have 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.

(Care Act, 2014)

The policy applies to all managers, staff, freelance employees, trustees and management team members, volunteers, service users and anyone working on behalf of Action Foundation.

It is acknowledged that significant numbers of adults at risk are abused and it is important that Action Foundation 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 and procedure, Action Foundation will work to:

- stop abuse or neglect wherever possible;
- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- promote the wellbeing of the adult(s) at risk in safeguarding adults arrangements;
- safeguard adults in a way that supports them in making choices and having control about how they want to live;
- promote an approach that concentrates on improving life for the adults concerned;
- raise awareness of safeguarding adults to ensure that everyone can play their part in preventing, identifying and responding to abuse and neglect;
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult; and

- address what caused the abuse or neglect.

Action Foundation will:

- ensure that all managers, staff, freelance employees, trustees and management team members, volunteers and service users are familiar with this policy and associated procedures;
- work with other agencies within the framework of the Newcastle Safeguarding Adults Board Policy and Procedures, issued under Care Act 2014 statutory guidance;
- work to prevent people of all ages being radicalised or drawn into terrorism and seeks to meet its obligations in the ways shown below, after setting the context;
- act within its confidentiality policy and will usually gain permission from service users before sharing information about them with another agency.
- pass information to the Local Authority 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 with care and support needs or children;
- 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;
- make a safeguarding adults referral to the Local Authority as appropriate;
- endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults;
- ensure that the Designated Adult Safeguarding Manager (DASM) understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Local Authority).

The Designated Adult Safeguarding Manager in Action Foundation
is Ruth Evans - 0790 368 4559

They should be contacted for support and advice on implementing this policy and associated procedures.

This policy should be read in conjunction with the Newcastle's Multi-Agency Safeguarding Adults Policy and Procedures documents which are available at:

www.newcastle.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults-information-for-professionals/newcastle-safeguarding-adults-inter-a

This policy and associated procedures are kept in the main office of each Action Foundation project.

4.1 Introduction

Action Foundation provides housing support and ESOL classes to asylum seekers, refugees and other migrants. These procedures have been designed to ensure the wellbeing and protection of any adult who accesses services provided by Action Foundation. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. Action Foundation 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, staff, freelance employees, trustees and management team members, volunteers and service users act appropriately in response to any concern of adult abuse.

4.1.1 Preventing abuse

Action Foundation 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 Action Foundation will be treated with respect.

Therefore this policy should be used in conjunction with the organisation's other policies, including:

- PREVENT
- Equal Rights and Diversity
- Volunteers
- Complaints
- Confidentiality
- Disciplinary and Grievance
- Data Protection
- Recruitment

Action Foundation is committed to safer recruitment policies and practices for paid staff and volunteers. This may include Disclosure and Barring Service (DBS) checks for staff and volunteers, ensuring references are taken up and provision of adequate training on safeguarding adults.

The organisation will work within the current legal framework for referring staff or volunteers to the DBS who have harmed or pose a risk to vulnerable adults and/or children.

Information about safeguarding adults and the complaints policy will be available to service users and their carers/families.

4.2 Recognising the signs and symptoms of abuse

Action Foundation is committed to ensuring that all managers, staff, freelance employees, trustees and management team members, volunteers and service users undertake training to gain a basic awareness of the signs and symptoms of abuse. Action Foundation will ensure that the Designated Adult Safeguarding Manager and other members of relevant staff or volunteers have access to higher levels of training around safeguarding adults provided by the Newcastle Safeguarding Adults Board.

Action Foundation will not be limited in their view of what constitutes abuse or neglect, as they can take many forms and the circumstances of an individual case will always be considered.

Abuse includes:

- **Discriminatory**

Including forms of harassment, bullying, slurs, isolation, neglect, denial of access to services or similar treatment; because of race, gender and gender identity, age, disability, religion or because someone is lesbian, gay, bisexual or transgender. This includes racism, sexism, ageism, homophobia or any other form of hate incident or crime.

- **Domestic abuse or violence**

Including an incident or a pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse, by someone who is, or has been, an intimate partner or family member regardless of gender or sexual orientation. This includes psychological/emotional, physical, sexual, financial abuse; so called 'honour' based violence, forced marriage or Female Genital Mutilation (FGM).

- **Financial or material**

Including theft, fraud, internet scamming, exploitation, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

- **Modern slavery**

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

- **Neglect and acts of omission**

Including ignoring medical, emotional or physical care needs, failure to access appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

- **Organisational (sometimes referred to as institutional)**

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 a person's own home. This may range from one off incidents to on-going ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

- **Physical**

Including assault, hitting, slapping, pushing, burning, misuse of medication, restraint or inappropriate physical sanctions.

- **Psychological (sometimes referred to as emotional)**

Including threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber-bullying, isolation or unreasonable and unjustified withdrawal of services or support networks.

- **Sexual**

Including rape, indecent exposure, sexual assault, sexual acts, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts to which the adult has not consented or was pressured into consenting. It also includes sexual exploitation which is exploitative situations, contexts and relationships where the person receives "something" (e.g. food, accommodation, drugs, alcohol, mobile phones, cigarettes, gifts, money) or perceived friendship/relationship as a result of them performing, and/or another or others performing sexual acts.

- **Self-neglect**

Includes a person neglecting to care for their personal hygiene, health or surroundings; or an inability to provide essential food, clothing, shelter or medical care necessary to maintain their physical and mental health, emotional wellbeing and general safety. It includes behaviour such as hoarding.

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.

- **Radicalisation**

Action Foundation also recognises the need to safeguard vulnerable adults who can be at risk of radicalisation by extremist views, and the need to promote core British values.

- Radicalisation: act or process of making a person more radical or favouring of extreme or fundamental changes in political, economic or social conditions, institutions or habits of the mind.
- Extremism *: holding extreme political or religious views which may deny right to any group or individual. Can be expressed in vocal or active opposition to
- Core British values: including (i) democracy, (ii) the rule of law, (iii) individual liberty (iv) respectful tolerance of different faiths or beliefs.

* NB: extremism can refer to a range of views, e.g. racism, homophobia, right-wing ideology, as well as any religious extremism.

Understanding risk of extremism:

- Staff, students & other adults may arrive at organisation already holding extremist views.
- Or, whilst part of the organisation, they may be influenced by a range of factors: global events, peer pressure, media, family views, extremist materials via hardcopy or online, inspirational speakers, friends or relatives being harmed, social networks.

People who are vulnerable are more likely to be influenced. Their vulnerability could stem from a range of causes: loss of identity or sense of belonging, isolation, exclusion, mental health problems, sense of injustice, personal crisis, victim of hate crime or discrimination, bereavement

4.2.1 Designated Named Person for safeguarding adults

Action Foundation has an appointed individual(s) who is (are) responsible for leading safeguarding adults work in the organisation. In their absence, a deputy will be available for managers, staff or volunteers to consult with. The Designated Adult Safeguarding Manager within Action Foundation is:

Designated Adult Safeguarding Manager: Ruth Evans

Telephone number 0790 368 4559 ruth.evans7@googlemail.com

Deputy Designated Adult Safeguarding Manager (Action Housing) :

Vin Totton

Work telephone number 0191 2313113 / 0191 567 0222

Mobile number 07860597928

Deputy Designated Adult Safeguarding Manager (Action Language):

Nicola Brooks

Work telephone number 0191 2313113 / 0191 567 0222

Mobile number 07772628181

Should either of these named people be unavailable then managers, staff, freelance employees, trustees and management team members, volunteers and service users should contact Community Health and Social Care Direct directly. See below for contact details.

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

- ensure that all staff and volunteers 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;
- ensure that concerns are acted on, clearly recorded and referred to Community Health and Social Care Direct or to the allocated social worker/care manager where necessary;
- follow up any safeguarding adults referrals and ensure the issues have been addressed;
- manage and have oversight over individual complex cases involving allegations against an employee, volunteer, or student, paid or unpaid;
- consider any recommendations from the safeguarding adults process;
- 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;
- 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;
- ensure staff and volunteers are 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.

4.3 Responding to people who have experienced or are experiencing abuse

WHAT TO DO IF YOU NOTICE ABUSE

You may become aware of potential abuse in two main ways:

- you may observe signs in a student that lead you to suspect that they have been physically, emotionally, or sexually abused, or suffer severe neglect, or are becoming radicalised; or in addition in the case of a vulnerable adult, they may be experiencing financial, discriminatory or institutional abuse.
- the students themselves may disclose to you that they have been abused.

the tables below gives examples that may indicate that an individual is being abused. In addition to these a person may be being abused by virtue of their race, gender, age, disability or sexual orientation which would indicate discriminatory abuse. Similarly, any of the examples listed may be an indication of institutional abuse if the individual is in receipt of organised care.

Possible signs of physical abuse include:

- Unexplained injuries or burns, particularly if they are recurrent
- Refusal to discuss injuries
- Improbable explanations for injuries
- Untreated injuries or lingering illness not attended to
- Admission of punishment which appears excessive
- Shrinking from physical contact
- Fear of returning home or of parents being contacted
- Fear of Undressing
- Fear of medical help
- Aggression/bullying
- Over compliant behaviour or a 'watchful' attitude
- Running away
- Significant change in behaviour without explanation
- Deterioration of work
- Unexplained pattern of absence which may service to hide bruises or other physical injuries

Possible signs of emotional abuse include:

- Continual self-deprecation
- Fear of new situations
- Inappropriate emotional responses to painful situations
- Self-harm or mutilation
- Compulsive stealing/scrounging
- Drug/solvent abuse
- 'Neurotic' behaviour – obsessive rocking, thumb-sucking, and so on
- Air of detachment – 'don't care' attitude
- Social isolation – does not join in and has few friends
- Desperate attention-seeking behaviour
- Eating problems, including overeating and lack of appetite
- Depression, withdrawal

Possible signs of neglect include:

- Constant hunger
- Poor personal hygiene
- Inappropriate clothing
- Frequent lateness or non-attendance at College
- Untreated medical problems
- Low self-esteem
- Poor social relationships
- Compulsive stealing or scrounging
- Constant tiredness

- Possible signs of sexual abuse include:**
- Bruises, scratches, burns or bite marks on the body
 - Scratches, abrasions or persistent infections in the anal or genital regions
 - Sexual awareness inappropriate to the person's age – shown, for example, in drawings, vocabulary, games and so on
 - Frequent public masturbation
 - Attempts to teach others about sexual activity
 - Refusing to stay with certain people or to go to certain places
 - Aggressiveness, anger, anxiety, tearfulness
 - Withdrawal from friends
 - Promiscuity, prostitution, provocative sexual behaviour
 - Self-injury, self-destructive behaviour, suicide attempts
 - Pregnancy – particularly in the case of young adolescents who are evasive concerning the identity of the father
 - Recoiling from physical contact
 - Eating disorders
 - Tiredness, lethargy, listlessness
 - Over-compliant behaviour
 - Genital discharge/irritation
 - Sleep disturbance
 - Unexplained gifts of money
 - Depression
 - Changes in behaviour

- Possible signs of financial abuse include:**
- Loss of jewellery and personal property
 - A bill not being paid when money is entrusted to a third party
 - Unexplained withdrawal of cash
 - Lack of money to purchase basic items
 - Misuse of benefits
 - Inadequate clothing
 - Theft of property
 - Over protection of money or property
 - Loss of money from a wallet or purse

Possible signs of radicalisation include:

- talking about exposure to extremist materials or views outside school (in this event, information must be shared with relevant local authorities)
- Changes in behaviour, e.g. becoming isolated
- Fall in standard of work, poor attendance, disengagement –
- Overt new religious practices
- Drawings or posters (e.g. in accommodation) showing extremist ideology/views/ symbols
- Changes in attitude, e.g. intolerant of differences /having closed mind
- Accessing extremist material online or via social network sites
- Asking questions about certain topics (e.g. connected to extremism)
- Offering opinions that appear to have come from extremist ideologies
- Attempts to impose own views/beliefs on others
- Use of extremist vocabulary to exclude others or incite violence

If a student discloses to you that they, or someone they know, have been, or are being abused/radicalised

DO

- **Do** listen very carefully to what they tell you.
- **Do** take what is said seriously and accept what you are told.
- **Do** stay calm and reassure the student that they have done the right thing in talking to you.
- **Do** write down as soon as you can exactly what you have been told.
- **Do** tell them that you must pass this information on but that only those that need to know will be told. Tell them to whom you will report the matter.

DO NOT

- **Do not** panic.
- **Do not** promise to keep things secret. You have a duty to refer a child/young person or vulnerable adult who is at risk.
- **Do not** lie or say that everything will be fine now that they have told.
- **Do not** criticise the abuser, especially if it is a parent/carer
- **Do not** ask lots of detailed or leading questions such as: 'What did he do next?' Instead, ask open questions such as: 'Anything else to tell me?', 'Yes', or 'And...?'. Do not press for answers the student is unwilling to give.

It is important that the person to whom disclosure is made **does not investigate** or question the person concerned except to clarify what they have heard. This is particularly important in cases of sexual abuse.

It is very important to record, as accurately as possible, what was said to you when you received the disclosure of abuse. Clearly all written records should be handled confidentially.

If a child/young person or vulnerable adult discloses to you that they or another child have been abused/radicalised, or if you suspect from what you observe that they are being abused, you MUST REPORT THIS.

There is a Designated Team of staff whose role it is to deal with cases of suspected abuse. **You must inform any one of these staff immediately if you have concerns anyone has been, or is, being abused.** They should be informed in person, or by telephone or (in extreme circumstances) by email. **In all cases, if you are concerned, the rule is to pass this**

on quickly and to seek help and further support, rather than to worry alone or to do nothing.

Designated Adult Safeguarding Manager: Ruth Evans
Telephone number 0790 368 4559 ruth.evans7@googlemail.com

Deputy Designated Adult Safeguarding Manager (Action Housing):
Vin Totton
Work telephone number 0191 2313113 / 0191 567 0222
Mobile number 07860597928

Deputy Designated Adult Safeguarding Manager (Action Language):
Nicola Brooks
Work telephone number 0191 2313113 / 0191 567 0222
Mobile number 07772628181

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 and others safe.
- To inform your line manager or the Designated Adult Safeguarding Manager.
- To record what happened in writing - either sealed in an envelope and passed on to your line manager or the Designated Adult Safeguarding Manager, or a digital copy which should be password protected. It will be securely stored within the main office.

All situations of abuse or alleged abuse will be discussed with a manager and/or the Designated Adult Safeguarding Manager. If anyone feels unable to raise their concern with their line manager or Designated Adult Safeguarding Manager then concerns can be raised directly with Community Health and Social Care Direct (see below).

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral will be made to Community Health and Social Care Direct team. If the individual experiencing abuse does not have mental capacity to consent to a referral, a best interest decision will be made on their behalf.

In line with Making Safeguarding Personal principles, the line manager and/or Designated Adult Safeguarding Manager should try to seek the views from the adult (or an appropriate representative) about what they would like to happen as result of the concern. This will help to inform the multi-agency Safeguarding Adults Enquiry.

The line manager and/or Designated Adult Safeguarding Manager should refer to the Newcastle Safeguarding Adults Board multi-agency policy and procedures and may also take advice from Community Health and Social Care Direct and/or the Safeguarding Adults Unit and/or other advice giving organisations such as the Police (see **useful contacts**).

Making a safeguarding adults referral

All safeguarding adults referrals should be made by telephone initially to the Community Health and Social Care Direct Team, Monday to Friday 8.00am till 5.00 pm

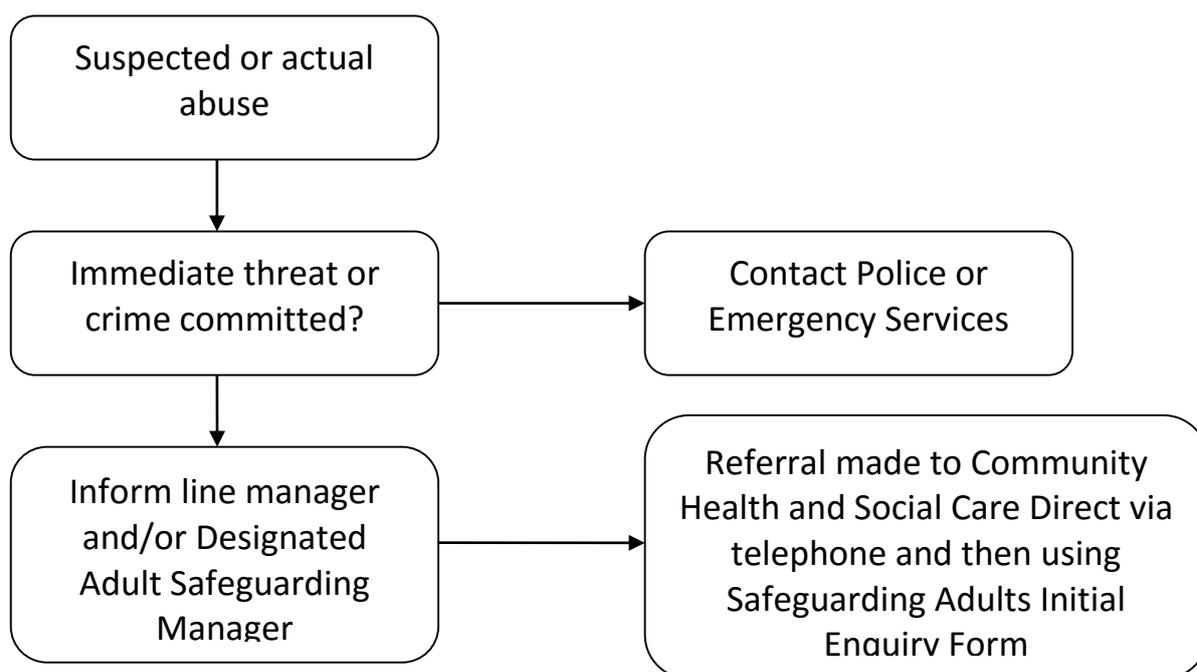
Phone: 0191 278 8377

Fax: 0191 278 8312

Note that it is not necessary to refer a safeguarding adults concern out of hours unless the individual or others have urgent social care needs.

You should ask to make a safeguarding adults referral.

The telephone call should be followed up in writing to the Community Health and Social Care Direct team outlining concerns using a Safeguarding Adults Initial Enquiry Form (formerly the SAMA1 form). This form can be found at the end of these procedures (Appendix 1) and also at <http://www.newcastle.gov.uk/health-and-social-care/adult-social-care/report-suspected-adult-abuse> .



A Safeguarding Adults Manager (a Team Manager from Adult Social Care) will then decide what enquiries need to be undertaken. Feedback will be given to the person who made the safeguarding adults referral.

If the concern relates to a significant risk of (or actual) harm the concern will progress to Stage 2 of the Safeguarding Adults Enquiry and further information will be gathered (see Appendix 2 for an overview of the multi-agency safeguarding adults process).

The Line Manager and/or Designated Adult Safeguarding Manager will have an understanding of the multi-agency safeguarding adults 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.

4.4 Managing an allegation made against a member of staff or volunteer

Action Foundation 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 line manager and/or a Designated Named Person will liaise with Community Health and Social Care Direct to discuss the best course of action and to ensure that the Action Foundation's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

4.5 Recording and managing confidential information

Action Foundation 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 Action Foundation's confidentiality policy.

All allegations/concerns should be recorded in writing. 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 or password protected file in the main project office. Access to this information will be restricted to the Designated Named Person and appropriate line managers

4.6 Disseminating/Reviewing policy and procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to managers, staff, freelance employees, trustees and management team members, volunteers and service users. The Designated Adult Safeguarding Manager will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed annually by the Action Foundation Board. The Designated Adult Safeguarding Manager will be involved in this process and can recommend any changes. The Designated Adult Safeguarding Manager will also ensure that any changes are clearly communicated to managers, staff, freelance employees, trustees and management team members, volunteers and service users. It may be appropriate to involve managers, staff, freelance employees, trustees and management team members, volunteers and service users in the review.

4.7 Useful Contacts

Community Health and Social Care Direct

Phone: 0191 278 8377

Fax: 0191 278 8312

Available: Monday-Friday, 8am-6pm

Out of Hours Service: 0191 278 7878 (for emergency social care needs)

Safeguarding Adults Unit

Phone: 0191 278 8156

Available: Monday – Friday, 9.30am-4pm

Please note that this is an advice service ONLY. All referrals should be raised with Community Health and Social Care Direct.

Newcastle City Council Prevent Coordinator

Paul Staines

Newcastle City Council

Civic Centre

Newcastle-upon-Tyne

NE1 8QH

Tel: 0191 277 7524

Mob: 07799 65 83 86

Email: paul.staines@newcastle.gov.uk

Northumbria Police

Phone: 101

Ask for Local Area Police Station or Protecting Vulnerable Persons (PVP) Team.

Appendix 1

Safeguarding Adults Initial Enquiry Form

(formerly the SAMA1 form)

This form is to be used to notify Adult Social Care of suspected or actual instances of abuse or neglect and is the start of a Safeguarding Adults (Section 42) Enquiry under the Care Act. Details of how and who to send this form to are available on page 4. Please attach further pages if necessary.

This form should be completed as fully as possible in order that robust decisions can be made about the progression, or otherwise, of the Safeguarding Adults Enquiry.

| | | | |
|---|--------------------------|--|--|
| Person completing the form: | | Role of Person: | |
| Date of referral to Adult Social Care: | | Organisation: | |
| Phone number: | | Type of service: | |
| Details of incident/suspected/actual abuse or neglect | | | |
| Date of alleged incident: | | Who reported the alert/concern? | |
| Time of alleged incident: | | Date of report: | |
| Where did the incident occur? | | | |
| Details of the adult at risk | | | |
| Name: | | Date of Birth: | |
| Telephone: | | Ethnicity: | |
| Address: | | | |
| What is the adult's primary reason for needing care and support? (please tick) | | | |
| Physical support: | <input type="checkbox"/> | Sensory support: | <input type="checkbox"/> |
| Learning disability support: | <input type="checkbox"/> | Support with memory and cognition: | <input type="checkbox"/> |
| Mental health support: | <input type="checkbox"/> | Asperger's syndrome support: | <input type="checkbox"/> |
| Other health condition: | <input type="checkbox"/> | Social support (includes support for carers/substance misusers): | <input type="checkbox"/> |
| | | Please specify: | |
| Any other details about the adult at risk: | | | |
| Details of the alleged perpetrator (where relevant) | | | |
| Name: | | Relationship to victim: | |
| Date of birth: | | Ethnicity: | |
| Address: | | Telephone: | |
| If the alleged perpetrator is a staff/volunteer, provide details (e.g. employer, job role, work address): | | | |
| Are they an adult with care and support needs? | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |

| | |
|--|--|
| Details of care and support needs (if applicable): | |
| Any other details about the alleged perpetrator(s): | |

Description of the alleged incident/harm

Please give a detailed description of the incident (including times), all people involved, witnesses and any other comments you feel are relevant. If the concern relates to physical abuse please provide a body map.

| |
|--|
| |
|--|

Type of abuse (tick all that apply):

| | | | | | |
|------------------------------|--|--------------------------|--|-------------------------|--|
| Physical | | Sexual | | Psychological/emotional | |
| Financial/material | | Neglect/omission | | Discriminatory | |
| Organisational/institutional | | Self-neglect | | Domestic abuse/violence | |
| Modern slavery | | Radicalisation/extremism | | Other | |

If other, please specify:

| |
|--|
| |
|--|

| | | | | | | |
|--|-----|--|----|--|---------|--|
| Is the victim at risk of further abuse/neglect? (please tick) | Yes | | No | | Unknown | |
|--|-----|--|----|--|---------|--|

What has been done to ensure the immediate safety of the alleged victim(s) and others? Completing and submitting this form does not constitute management of immediate risks.

| |
|--|
| |
|--|

| | | | | |
|--------------------------------|-----|--|----|--|
| Were the Police called? | Yes | | No | |
|--------------------------------|-----|--|----|--|

Please provide the outcome of the Police action and Police log number (if available):

| |
|--|
| |
|--|

| | | | | |
|---|-----|--|----|--|
| If the incident relates to domestic abuse/violence, has the MARAC Checklist (CAADA-DASH) been completed? | Yes | | No | |
|---|-----|--|----|--|

| | | | | |
|--|-----|--|----|--|
| If yes, has a referral to MARAC been considered? Please provide details, including discussions with your agency's Single Point of Contact (SPOC) for MARAC: | Yes | | No | |
|--|-----|--|----|--|

| | | | |
|---|------------|--|--|
| Please provide details of other agencies involved that will be able to help with the safeguarding adults enquiry: | | | |
| | | | |
| Are you aware that there have there been any previous referrals made in relation to this adult at risk or alleged perpetrator? | Yes | | No |
| If yes, please provide details (e.g. dates, type of abuse, action taken): | | | |
| | | | |
| Are there any risks to others (other adults, children)? | Yes | | No |
| | | | Unknown |
| Please provide details (also include who this information has been shared with – e.g. Police, Children’s Social Care, MAPPA). If there are risks to children you must notify Children’s Social Care. | | | |
| | | | |
| Involvement of the adult(s) at risk | | | |
| The following section is crucial to determining the next steps in the safeguarding adults enquiry and every attempt should be made to complete it as fully as possible. | | | |
| Has the adult(s) at risk given consent for this referral? | Yes | | No |
| If no, please confirm why you have not sought consent or are overriding consent (please tick): | | | |
| Public interest (risks to others) | | Risk of serious harm | |
| Adult at risk lacks mental capacity to provide consent (best interest decision made) | | Ability to consent is affected by threatening or coercive behaviour | Suspected serious crime |
| | | | Seeking consent would increase risks to the adult or others |
| Other, please provide details below: | | | |
| | | | |
| Do you think the adult at risk has mental capacity in relation to making decisions about their safety? | Yes | | No |
| If no, has a mental capacity assessment been undertaken? | Yes | | No |
| Do you think the adult at risk would have substantial difficulty in participating in the safeguarding adults process? | Yes | | No |
| If yes, is there a suitable person who could represent them? (e.g. family member, friend, advocate) | Yes | | No |
| | | | Unknown |
| Please provide the name and contact details of this suitable person: | | | |
| | | | |
| Has the adult at risk’s family been informed of the concerns (where the adult has consented to this)? | Yes | | No |
| If you think the adult at risk may need support to participate in the safeguarding adults process, please provide details of what support may be required: | | | |
| | | | |
| What does the adult at risk (or their representative) say that they want to happen as a result of the safeguarding adults enquiry (desired outcomes)? | | | |
| | | | |
| Signed: | | Date: | |
| Printed: | | Time: | |

What happens next?

The local authority will use the information in this form to make an assessment of the level of harm and vulnerability of the adult at risk. Further information may be needed from you and other organisations involved. This assessment, alongside the desired outcomes of the adult at risk (or their representative) will determine whether the Safeguarding Adults Enquiry continues. The initial decision to progress, or not, is made by a manager in the local authority. Feedback will be provided to the person who completed this form, unless specified otherwise. **It is your responsibility to challenge decisions that you disagree with.** Please contact the local authority manager with your concerns. If you remain unhappy with the decision that has been made, please escalate your concerns to the Safeguarding Adults Unit, 0191 278 8156.

This document contains personal and sensitive information when completed and should be stored securely according to your own organisation's procedures. It is your responsibility to ensure that this is done.

Information about how this document should be sent safely and securely

Once completed, this document contains personal and sensitive information.

Sending the information to Adult Social Care

- The form should either be sent to Community Health and Social Care Direct or to the adult at risk's allocated Social Worker if you are aware that they have one. If you do not know, please send the form to Community Health and Social Care Direct. It is the responsibility of the person sending the form to ensure it has arrived with Adult Social Care.
- It is best practice to telephone prior to sending the form, this is particularly important if you are faxing the form (see below).

Community Health and Social Care Direct: 0191 278 8377 (Mon-Fri, 8am-5pm)

- The form should be sent on the next working day following the concern. It is not necessary to contact or to send the form to the Out of Hours Service. However, the Out of Hours Service can provide help with urgent social care if that is required (0191 278 7878).
- It is intended that you complete the form electronically and then either send it via email or print a copy and fax or post it. If you handwrite the form, please make sure that your handwriting is legible. Prior to printing a copy off you may wish to increase the box sizes or add further sheets if you are completing it by hand.

Options for sending the Safeguarding Adults Initial Enquiry Form

- **Email.** The completed form should only be sent by email if secure email addresses are used by both sender and receiver (.pnn.police.uk, .cjsm.gov.uk, .gsi.gov.uk, .nhs.net, .gcsx.gov.uk) or the email is encrypted (contact your IT support about email encryption). The subject field of the email address should clearly be marked OFFICIAL. Internal email systems are not usually secure. **Where there are no secure email addresses or encryption, this document should not be sent electronically.**

Community Health and Social Care Direct secure email: sda@newcastle.gcsx.gov.uk

- **Fax.** The procedure for sending information securely by fax is as follows:
 1. The sender needs to check the fax number they are sending the form to.
 2. Ensure the recipient is waiting at the fax machine for the fax.
 3. Fax covering note should be used and needs to be marked "OFFICIAL".
 4. Send the fax
 5. The recipient then needs to confirm receipt with the sender.

Community Health and Social Care Direct Fax: 0191 278 8312

- **Post.** The documents should be sent via recorded delivery in external post. Documents should be double enveloped. On the outer envelope it should clearly state “To be opened by named addressee only”. There should be a return address on the outer envelope. The inner envelope should be marked “OFFICIAL”. **Do not use internal post.**

Community Health and Social Care Direct Address:

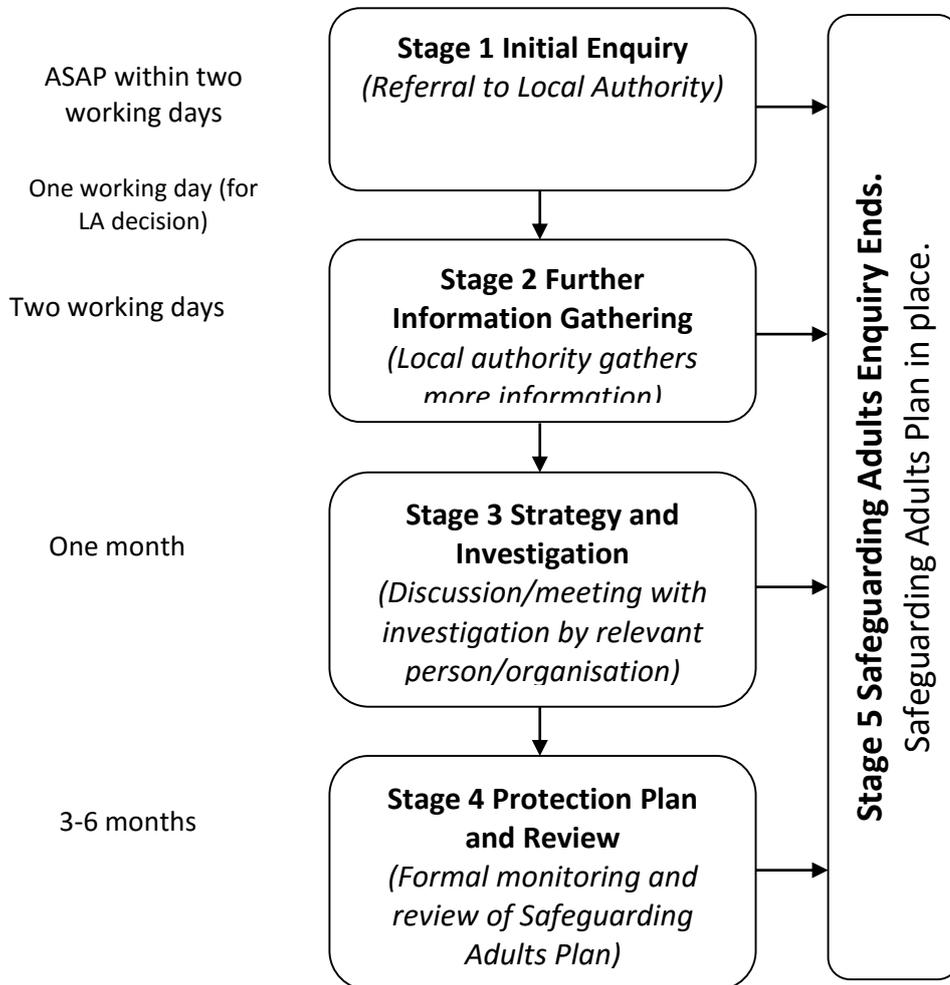
2nd Floor, Allendale Road, Newcastle upon Tyne, NE6 2SZ

- **Delivery in person.** The form can be hand delivered. You should obtain a signature from the intended recipient to confirm delivery.

You can contact Community Health and Social Care Direct (0191 278 8377) if you need help or advice in relation to completing or sending this form.

Appendix 2 Overview of multi-agency safeguarding adults process

Suggested timescales

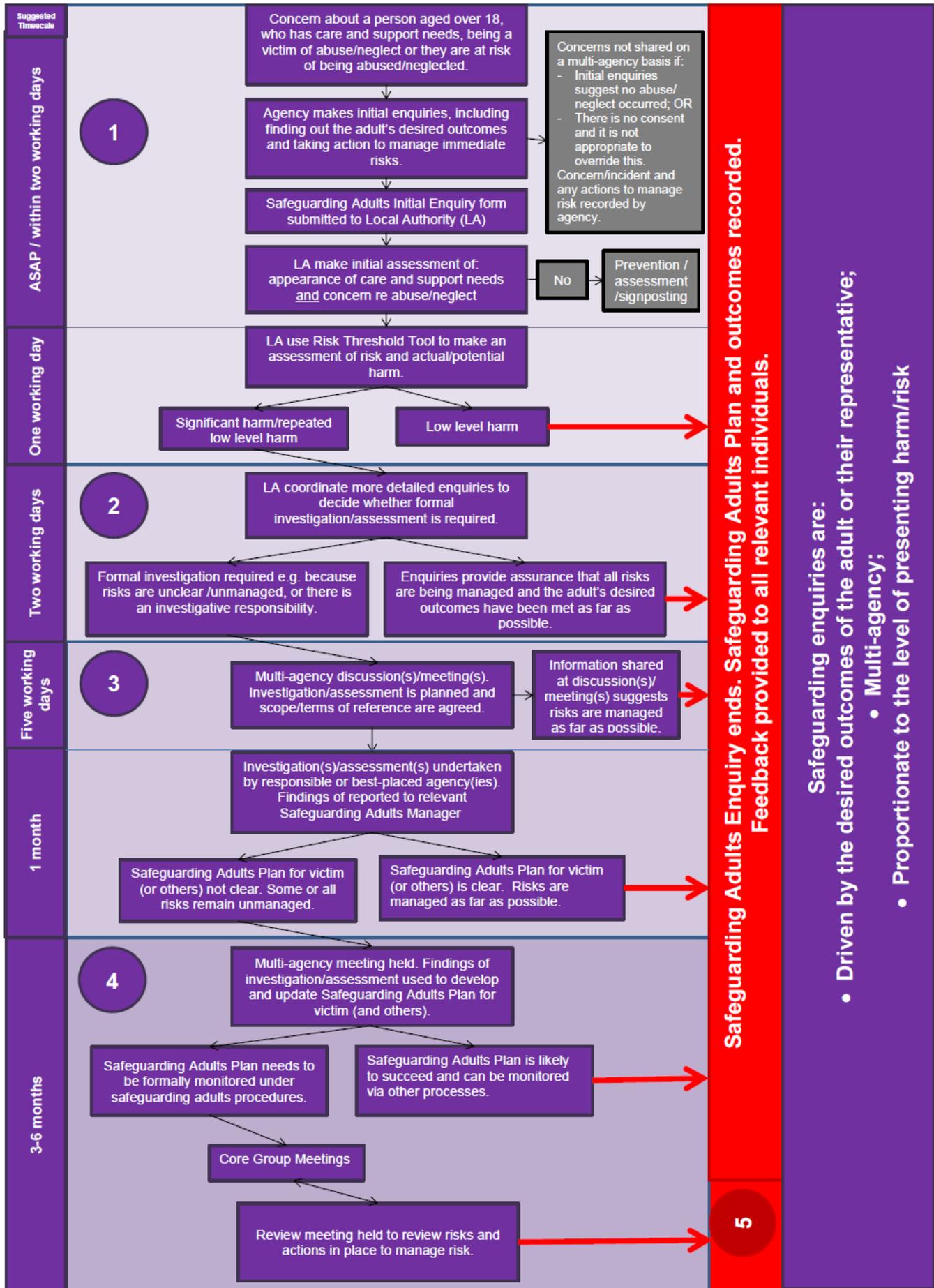


Safeguarding adults enquiries are:

- Driven by the desired outcomes of the adult or their representative;
- Multi-agency;
- Proportionate to the level of presenting harm/risk.

The Safeguarding Adults Enquiry can end at any stage, when it is felt that risks have been managed, and the desired outcomes of the adult (or their representative) have been met, as far as they possibly can be.

At every stage of the Safeguarding Adults Enquiry, risks will be assessed and a Safeguarding Adults Plan agreed.



5 Prevent policy

5.1 Statement

- 5.1.1 Action Foundation understands its responsibilities under the Counter Terrorism & Security Act 2015 to prevent people of all ages being radicalised or drawn into terrorism and seeks to meet its obligations in the ways shown below, after setting the context.
- 5.1.2 Involves: Everyone

5.2 Context

- 5.2.1 Action Foundation accepts clients aged 18 and over throughout the year and from many different countries around the world. The organisation has always promoted a multi-cultural environment where respect for and tolerance of others beliefs is required.
The school is located in the centre of Newcastle upon Tyne, with a multi-cultural local population.

5.3 Strong Leadership:

- 5.3.1 Responsibility for ensuring Prevent Duty is met is with management. Responsibility for the Prevent risk assessment/action plan (see point 4 below) and policy lies with Ruth Evans as lead person, and with Deputy leads Vin Totton and Nicola Brooks
- 5.3.2 Their duties are to ensure delivery of an effective risk assessment/action plan and policy as outlined here. Due to the nature of Action Foundation, the lead person responsibilities lie with a trustee, and day-to-day implementation is delegated to Nicola Brooks of Action Language and Vin Totton of Action Housing.
- 5.3.3 Involves: Lead person for Prevent

5.4 Risk Assessment of current situation and Action Plan for future:

- 5.4.1 A risk assessment/action plan has been produced showing what is already being done and what still needs to be done; it will be reviewed and updated at least annually.
- 5.4.2 Involves: Lead Person

5.5 Working with local partners :

- 5.5.1 Make and maintain contact with the local police/local authority Prevent coordinator to understand their role and the support available, (e.g. via the Channel process) (search for local police Prevent and/ or call local authority).

Make contact with local authority to ascertain other useful local agencies.
Develop local area Prevent links with other similar organisations.
Share information with all local organisations as appropriate.

- 5.5.2 Involves: Lead Person

5.6 Understanding terminology:

- 5.6.1 Radicalisation: act or process of making a person more radical or favouring of extreme or fundamental changes in political, economic or social conditions, institutions or habits of the mind.

Extremism *: holding extreme political or religious views which may deny right to any group or individual. Can be expressed in vocal or active opposition to

5.6.2 Core British values: including (i) democracy, (ii) the rule of law, (iii) individual liberty (iv) respectful tolerance of different faiths or beliefs.

* NB: extremism can refer to a range of views, e.g. racism, homophobia, right-wing ideology, as well as any religious extremism. To be transmitted to staff, clients, volunteers, students, & any others

5.7 Understanding risk of extremism:

5.7.1 Staff, students & other adults may arrive at organisation already holding extremist views.

Or, whilst part of the organisation, they may be influenced by a range of factors: global events, peer pressure, media, family views, and extremist materials via hardcopy or online, inspirational speakers, friends or relatives being harmed, social networks.

5.7.2 People who are vulnerable are more likely to be influenced. Their vulnerability could stem from a range of causes: loss of identity or sense of belonging, isolation, exclusion, mental health problems, sense of injustice, personal crisis, victim of hate crime or discrimination, bereavement

To be transmitted to staff and volunteers

5.8 Ways to counteract risks:

5.8.1 Promote a safe and supportive international environment via clear expectations of accepted behaviours and those, including radicalisation and extremism, which will not be tolerated.

5.8.2 Promote core British values through documents given to students, notices around school, via stand-alone classes on British culture & traditions on arrival and via curriculum. Approach is to educate that this is how things are in UK; may be different to your country. (Do any documents need updating?)

5.8.3 Where possible, develop critical awareness and thought to counter accepting extremism without question, especially of online material.

5.8.4 Challenge radical or extremist views in any context (formal or informal) via stated procedures. In most situations this would require an immediate response, referring to international environment of organisation, and tolerance expected (state expected procedures in staff and homestay handbooks), then reporting concerns (see section 10).

5.8.5 Be ready to react when world or local events (e.g. Paris attacks) cause upset and the likelihood of conflicting feelings being expressed. Prevent lead to take initiative in these situations.

5.8.6 Have strong filters on IT equipment and clear rules on accessing extremist/ terrorist websites/use of social networks to exchange extremist/terrorist views. (Changes needed to school's IT rules and/or filters?)

5.8.7 Ensure that extremist speakers do not use premises to distribute material or expound views; have system for vetting any visiting speakers/presenters, and check any posters or leaflets distributed.

- 5.8.8 Staff and homestays get to know clients, their home circumstances and friendship groups. Through knowing students well, it is easier to spot changes in behaviour.
- 5.8.9 Staff and homestays to be observant and vigilant in noticing any signs of radical or extremist behaviour.
- 5.8.10 Welfare and all staff and homestays to work hard supporting any students identified as vulnerable Lead person to ensure (a) training for all staff, clients, volunteers, students etc. so that (b) delivery is effective

5.9 Training

- 5.9.1 The aim is to provide more knowledge and confidence to all. Generic online training can be provided by Education and Training Foundation. Police/local authority also provide free face-to-face training called WRAP – Workshop Raising Awareness of Prevent. Generic training must be supplemented by each organisation giving their own information to stakeholders, ensuring everything fits their context) –
- 5.9.2 Documents & face to face training ensure staff understand this policy, i.e.
 - i) understand context and expectations of Prevent
 - ii) their duty to implement the policy
 - iii) understand terminology and risks associated with radicalisation and extremism
 - iv) how to identify and support vulnerable students
 - v) ways the organisation will counteract the risks, (sharing ideas and specific training may be required e.g. exactly how are core British values going to be promoted and critical awareness developed and encouraged? This is often part of exam preparation course for essays and could be developed in this context, but also through general behaviour.
 - vi) signs to notice that may cause concern
 - vii) know the lead Prevent person and procedures for communicating concerns
 - viii) know the importance of their own behaviour and professionalism in (a) being exemplars of British values and (b) not discussing inflammatory subjects students (Code of Conduct).
- 5.9.3 Training materials are adapted to ensure that everyone understands the sections of the policy they need to be aware of.
- 5.9.4 Clients and volunteers must be made aware of key parts of the policy: a) understanding terminology b) importance of maintaining a supportive and tolerant society within organisation c) what core British values are and why they are considered important d) any changes to rules, particularly those regarding IT e) that they must report any concerns/incidents, and procedure for that. Lead person to prepare materials to suit each group being trained; all staff, clients, volunteers, students etc.

5.10 Signs that may cause concern :

- 5.10.1 talking about exposure to extremist materials or views outside school (in this event, information must be shared with relevant local authorities)
- 5.10.2 Changes in behaviour, e.g. becoming isolated
 - Fall in standard of work, poor attendance, disengagement –
 - Changes in attitude, e.g. intolerant of differences /having closed mind
 - Asking questions about certain topics (e.g. connected to extremism)
 - Offering opinions that appear to have come from extremist ideologies
 - Attempts to impose own views/beliefs on others

Use of extremist vocabulary to exclude others or incite violence
Accessing extremist material online or via social network sites
Overt new religious practices
Drawings or posters (e.g. in accommodation) showing extremist ideology/views/
symbols

5.10.3 Lead person to ensure all others are aware of signs

5.11 How and when to react to concerns:

5.11.1 Everyone given name of who to contact (lead person/persons), how to contact them (email, phone etc) and contact details.

5.11.2 Confidentiality assured for the person reporting a concern.
Everyone told to report any concern or incident, however small.
Reassurance that all will be dealt with sensitively and carefully

5.11.3 Lead person to ensure everyone has info.

Complaints Policy

1.0 Values Statement

1.1 Open Door is committed to continuous improvement and seeks to work in an open and transparent way. We recognise that we will not always get things right and when that happens we want the opportunity to address concerns to put them right and learn from them.

2.0 Introduction

2.1 Open Door aims to provide an excellent service, but there may be occasions when you are not happy about something and, if this is the case, it is important for you to tell us.

2.2 You have every right to make a formal complaint whenever you wish to, but in the first instance it can often be quicker and easier for everyone if the problem can be sorted out informally; the choice is yours.

2.3 To try and resolve a problem informally, the best thing for you to do is to talk or write to your house or line manager if this is appropriate, and let him or her know what you would like to be put right. If this is not possible or appropriate please talk to Simon Cook (Housing Team Leader/Volunteer Co-ordinator) or Julian Prior (Project Director). He or she will let you know how long it should take for the problem to be sorted out and hopefully a solution will be reached.

2.0 Outline

3.1 The aim of the Complaints Procedure is to give you clear details of what steps you can take to try and get things put right where there is a problem.

3.2 The Complaints Procedure also gives us the chance to keep an eye on the quality of service we provide so that we can continually work to improve it.

4.0 Responsibilities

4.1 This Procedure applies to all employees, volunteers and service users of Open Door.

5.0 Monitoring

5.1 Complaints can help us as well as you. All formal complaints made to the organisation are recorded and reported to the Housing Team Leader / Volunteer Co-ordinator (Simon Cook) who will advise the Projects Director (Julian Prior) and Management Committee of changes or improvements the organisation may be taking as a result of complaints received.

6.0 Scope

6.1 Anyone who receives or requests a service from Open Door or is affected by decisions we make can use the complaints procedure. This includes residents, hosts and people living in neighbouring properties.

6.2 The Procedure is also open to people who may be acting on your behalf, such as a Ward Councillor, advice agency or a solicitor (but, as you will see later, we do encourage you to try to sort things out with us first).

6.3 You can complain about any aspect of our service which you are unhappy about, for example:

- If a repair has not been carried out properly
- If we have broken our commitments to you as laid out in your occupancy agreement
- If you have not received information you have asked for
- If you feel that a member of staff has not behaved reasonably towards you.

6.4 We will always endeavour to deal with complaints sympathetically, but there are some things we will not be able to give you information about. For example, it would be wrong for us to discuss with you the details of someone else's circumstances as this would be a breach of confidentiality.

6 Complaints Policy

6.1 Values Statement

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6.2.3 To try and resolve a problem informally, the best thing for you to do is to talk or write to your house or line manager if this is appropriate, and let him or her know what you would like to be put right. If this is not possible or appropriate please talk to Simon Cook (Housing Team Leader/Volunteer Co-ordinator) or Julian Prior (Project Director). He or she will let you know how long it should take for the problem to be sorted out and hopefully a solution will be reached.

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 - If we have broken our commitments to you as laid out in your occupancy agreement
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 - If you feel that a member of staff has not behaved reasonably towards you.
- 6.6.4 We will always endeavour to deal with complaints sympathetically, but there are some things we will not be able to give you information about. For example, it would be wrong for us to discuss with you the details of someone else's circumstances as this would be a breach of confidentiality.

7 The Formal Complaints Procedure

7.1 Introduction

7.1.1 This procedure is to be followed when making a formal complaint.

7.2 Scope

7.2.1 Anyone who receives or requests a service from Open Door or is affected by decisions we make can use the Complaints Procedure. This includes employees, volunteers, service users, hosts and people living in neighbouring properties.

7.2.2 The Procedure is also open to people who may be acting on your behalf, such as a Ward Councillor, advice agency or a solicitor (but, as you will see later, we do encourage you to try to sort things out with us first).

7.2.3 You can complain about any aspect of our service which you are unhappy about, for example:

- If a repair has not been carried out properly
- If we have not fulfilled our commitments as laid out in your occupancy agreement
- If you have not received information you have asked for
- If you feel that a member of staff has not behaved reasonably towards you.

7.2.4 We will always endeavour to deal with complaints sympathetically, but there are some things we will not be able to give you information about. For example, it would be wrong for us to discuss with you the details of someone else's circumstances as this would be a breach of confidentiality.

7.2.5 Process

7.2.6 Trying to sort things out informally

7.2.7 Service Users have every right to make a formal complaint whenever they wish to, but in the first instance it can often be quicker and easier for everyone if the problem can be sorted out informally; the choice is up to you.

7.2.8 To try and resolve a problem informally, the best thing for you to do is to talk or write to your line manager or the House Manager if this is appropriate, and let him or her know what you would like to be put right. He or she will let them know how long it should take for the problem to be sorted out and hopefully a solution will be reached.

7.3 Formal Process

7.3.1 If the problem has not been sorted out informally, or if the Service User has a complaint against a member of staff or volunteer, they should write to the House Manager. Complaints about the House Manager should be addressed to the Housing Team Leader (Simon Cook) or Project Director (Julian Prior).

7.3.2 When you make a complaint, it is really important for you to let us know exactly what the problem is and how you would like to see it resolved. We would prefer for

you to do this in writing whenever possible, but if this is difficult then they can complain in person or by telephone.

- 7.3.3 If you make a complaint in person, the member of staff or volunteer who notes the complaint will check with you that it is correctly recorded and they will normally be asked to sign it. In this way, everyone is clear what the complaint is about.
- 7.3.4 Whether you have complained in writing, by phone or in person, we will write to you within 5 working days to acknowledge that the complaint is being dealt with.
- 7.3.5 If the you are not happy with the response you will be able to use the Appeals Procedure.

7.4 Taking your complaint further, The Appeals Procedure

- 7.4.1 If you feel that staff have not resolved your complaint satisfactorily, you can appeal to the Management Committee.
- 7.4.2 After you have written to the Management Committee, the Chair will write to you within 10 working days to acknowledge receipt of their letter.
- 7.4.3 If, in addition to your written complaint, you wish to talk to the Management Committee, you can do this and if they want to bring along a friend or advisor (for example from the Citizens' Advice Bureau), then this is fine.
- 7.4.4 The Chair of the Management Committee will write to you within 10 working days of the meeting to let you know the decision.

7.5 Who will know about your complaint?

- 7.5.1 We will, as far as possible, respect the confidentiality of your complaint. Whilst we are looking into your complaint, your name will not be divulged any more than is absolutely necessary within the organisation and if your complaint goes to the Chairman, then other Management Committee group members will not be told who has complained.
- 7.5.2 You will appreciate, however, that if their complaint involves another Service User, or a member of staff, host or volunteer, it may be very difficult for us to look into this without talking to that individual(s). If we are asked not to talk to the individual(s) concerned, we will try and respect their wishes but it will probably not be possible for us to take any action to tackle the problem.
- 7.5.3 It will not normally be possible for us to deal with anonymous complaints as it is obviously difficult for us to check facts with the person making the complaint.

7.6 Getting Independent Advice

- 7.6.1 We would always hope that a problem can be sorted out informally.
- 7.6.2 However, you may feel it is important to get independent advice before you decide whether to complain to us formally. Advice Agencies include:

- Welfare Rights Service
- Citizens' Advice Bureau
- Law Centre
- Solicitor
- Cultural Centre

7.7 Improving our service to you

7.7.1 Complaints are not the only way of telling us what you think of the service we provide. We always welcome suggestions on how we can improve things and welcome ideas and suggestions. If you would like to tell us about any area of our service that you think can be improved please speak to a member of staff or volunteer or write to us.

7.8 Rationale

7.8.1 To have a procedure that makes it easy for Service Users and stakeholders to make complaints, this will support the organisations aim of working towards continual improvement.

