

# Pioneering Care Partnership

## Safeguarding Adults & Children Policy & Procedure



### Aim

This Policy aims to clearly outline PCP's position on safeguarding adults and children by protecting their right to live in safety, free from abuse and neglect and ensuring that PCP works in partnership with other organisations to achieve this. PCP also recognises that safeguarding from risk does not just apply to children or vulnerable adults.

PCP accepts that it must take reasonable steps to protect those from harm, including:

- People who benefit from PCP's work (including children and adults at risk);
- Staff;
- Volunteers; and
- Other people connected to PCP's activities.

### Introduction

PCP is committed to work in partnership with other agencies to protect those adults and children who are at risk, regardless of their care and support needs and are experiencing or at risk of abuse.

In many cases staff and volunteers may be aware of these needs, but this may not always be the case. Therefore, any such concerns for any adult or child should be reported in order that the appropriate action is taken.

It is important PCP ensures all safeguarding concerns will be responded to in the most appropriate and proportionate way. By using supportive, transparent and preventative measures we aim to be proactive in trying to stop the harm before it occurs and help empower people to make their own decisions based on 'informed consent'.

### Purpose

The purpose of this Policy is to outline the following key principles and definitions that underpin Adult and Children safeguarding work and ensuring that all staff and volunteers adhere to their responsibilities:

#### Adult 6 Key Principles:

- **Empowerment** – people being supported and encouraged to make their own decisions and informed consent.
- **Prevention** – it is better to take action before harm occurs.
- **Proportionality** – the least intrusive response appropriate to the risk presented.
- **Protection** – support and representation for those in greatest need.
- **Partnership** – local solutions through services working with their communities, who have a part to play in preventing, detecting, and reporting neglect and abuse.
- **Accountability** – and transparency in delivering safeguarding.

#### Every Child Matters 5 Key Principles:

- **Being healthy**
- **Staying safe**

- **Enjoying and achieving**
- **Making a positive contribution**
- **Achieving economic wellbeing**

### **Making Safeguarding Personal**

In addition to these principles, Making Safeguarding Personal (MSP) aims to ensure that the safeguarding process:

- Is person-led and outcome-focussed;
- Enhances the individual's involvement, choice, and control; and
- Seeks to improve the quality of life, wellbeing, and safety of the individual.

### **Definitions**

For the purposes of this procedure:

- An adult is a person who has attained the age of 18 years.
- A child is a person who is under the age of 18 years old.

### **Safeguarding**

#### **What is Safeguarding in relation to Adults**

The term **Safeguarding** applies to a continuum from low to high-risk types of abuse. This framework draws a distinction between safeguarding issues which require minimal intervention (Universal Services) and those which require more formal inter-agency statutory intervention which is known as Adult Protection.

The Care Act (2014) has defined safeguarding in broad terms covering prevention and protection.

#### **The definition of an Adult at Risk is an adult who:**

- Has needs for care and support (whether or not the LA 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.

#### **This definition includes:**

- Those who are 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.
- Those who purchase their care through personal budgets, those whose care is funded by local authorities and/or health services and those who fund their own care.
- Informal carers, family and friends who provide care on an unpaid basis.

#### **What is Safeguarding in relation to Children**

"Safeguarding (children) is the action taken to promote the welfare of children and protect them from harm. Safeguarding means: Protecting children from abuse and maltreatment, preventing harm to children's health or development and ensuring children grow up with the provision of safe effective care" (NSPCC)

## Definition of a child

A child is a person who is under the age of 18, this includes those who may be:

- Living independently
- In further education
- A member of the armed forces
- In Hospital
- In custody

As such they are legally considered children and are given protection under the Children's Act 1989 and 2004. For the purposes of this document and the accompanying Policy we use the term child or young person(s).

## Protection

Protecting an adult's and child's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's or child's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

This must recognise that adults and children sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

## Recognition of Abuse

To ensure complementary working practices PCP will verify the this Policy with the appropriate Local Safeguarding Adults Partnership/Board and Local Safeguarding Children Board's when delivering services in a new local authority area. Key documents will be shared, such as the threshold tools, to aid decision making.

Any discussions that take place with an adult or child at risk or their parent/carer should be with the intent of clarifying the situation rather than an investigation. Some adults or children at risk may wish for a referral to be confidential and their parents/carers not to be informed.

Even if there is only a suspicion of significant harm, a referral should be made to the relevant Local Authority Safeguarding Team.

The **threshold tools** have been designed as a guide to identify potential abuse and differentiate between types of abuse which can be dealt within, and outside the formal safeguarding framework. This decision depends on the type, level, seriousness and impact of abuse and professional judgement based on the circumstances.

The current Local Authority areas include:

- County Durham
- Darlington
- Sunderland

- Tees Valley
- Gateshead
- Newcastle

## Categories of Abuse

Abuse is defined as a “violation of an individual’s human and civil rights by any other person or persons” and can come in many forms, including:

- Physical Abuse
- Domestic Abuse
- Sexual Abuse
- Psychological Abuse
- Financial or Material Abuse
- Modern Slavery
- Discriminatory Abuse
- Organisational Abuse
- Neglect and Acts of Omission
- Self-Neglect
- Forced Marriage

A full description of categories can be found at: [SD8: Office of the Public Guardian safeguarding policy \(web version\) - GOV.UK](#) or **Appendix 1 & 2**.

## Scope

All safeguarding concerns will be responded to in the most appropriate and proportionate way. The Care Act (2014) has defined safeguarding in broad terms covering prevention and protection.

There is a legal duty for a Local Authority, to ensure that safeguarding enquiries take place to establish the level and circumstances of the risk. Eligibility for social care needs is not a barrier to these enquiries. In every case where the possibility of the abuse or neglect cannot be ruled out.

PCP will refer to the relevant Local Authority Safeguarding Board following their framework.

### **Safeguarding enquiries must be made for any adult who:**

- Has needs for care and support (whether the LA 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.

## Policy Statement

This Policy confirms PCP’s commitment to:

- Stop abuse or neglect whenever possible.
- Prevent harm and reduce risk of abuse or neglect to adults with care and support needs.

- 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 public awareness so that communities and professionals play their part in preventing and identifying and responding to abuse and neglect.
- Provide information and support in accessible ways, to help people understand the different types of abuse and neglect; and
- Support the strategic development of adult safeguarding when faced with a particularly challenging safeguarding issue.
- PCP will take a risk-based approach to the Prevent duty adopted by the local authorities in which we work. Prevent is about stopping people becoming terrorists or supporting terrorist activities.

## Responsibilities

**Chief Executive** has overall accountability and responsibility of Safeguarding across PCP and ensuring that any concerns raised through this policy are followed using the appropriate Safeguarding Procedure. The Chief Executive is also responsible for raising any significant Safeguarding concerns with Trustees.

**Senior Leadership Team** are responsible for ensuring that the Policy is reviewed, disseminated, and implemented, addressing any concerns raised through this Policy. They are also designated safeguarding leads.

**Human Resources** are responsible for ensuring that all staff and volunteers receive as a minimum, awareness training, whilst those that work more closely with adults with special needs will receive more in-depth training which will be subsequently refreshed after three years.

**Line Managers** are responsible for applying the policy and procedures, including sharing the policy with staff, ensuring understanding and compliance. Line Managers are also responsible for ensuring staff and volunteers attend training and report any incidents.

**Employees & Volunteers** are responsible for upholding best practice standards, reading, and operating within PCP policies and procedures, adhering to PCP core values, and raising concerns with their line manager.

## Exclusions

Local Authority Adult safeguarding duties apply in whatever setting people live, except for prisons and approved premises such as bail hostels, where inmates are the responsibility of the specific institution.

Whilst this policy relates to adults with care and support needs where there is a child living in the household where self-neglect concerns exist, reference must be made to Local Safeguarding Children Partnership procedures.

This Policy does not form part of PCP's contract of employment or employee Terms and Conditions.

## **Related Policies and Procedures**

This Policy should be read in conjunction with the following related policies, procedures, or guidance:

- Data Protection Policy
- Data Subject Access Procedure
- Information Sharing Policy
- Personal Identifiable Information Loss-Breach Procedure
- PCP Core Values Statement
- Risk Assessment Procedure
- Lone Working Procedure
- Incident Reporting Procedure
- Disciplinary Policy and Procedures
- Equality & Diversity Policy and Procedures
- Whistleblowing Policy & Procedures
- The appropriate Local Authority Risk Threshold Tool's

## **Relevant Legislation**

This Policy is in line with the following relevant legislation:

- The Human Rights Act 1998
- Mental Health Act 1983
- Mental Capacity Act 2005
- The Equality Act 2010
- The Care Act 2014
- Modern Slavery Act 2015
- The Counter Terrorism and Security Act 2015 (Prevent Strategy)
- Care and Support Statutory Guidance- Safeguarding Vulnerable Groups Act 2006
- Data Protection Act 2018
- GDPR and Data Protection Act 2018
- UNCRC 1989
- Sexual Offences Act 2003
- Anti-Social Behaviour, Crime and Policing Act 2014
- Female Genital Mutilation Act 2003 /
- Serious Crimes Act 2015
- Domestic Abuse Act 2021
- Children's Act 1989 revised 2004
- Children and Families Act 2014
- Keeping Children Safe in Education 2015 revised 2025
- Children and Social Work Act 2017
- Working Together to Safeguard Children Act 2018 revise 2023

## **Communication**

PCP will ensure that:

- All employees and volunteers are aware of the policy at induction;
- Generic training will include examples and reference to this policy;
- This policy is easily accessible by all members of the organisation, including being available on PCP's intranet;
- Employees are informed when a particular activity aligns with this policy;
- Employees are empowered to actively contribute and provide feedback; and
- Employees are notified of all changes to this policy in a timely manner.

## Training

Common characteristics of abuse situations are also covered within PCP's Safeguarding training undertaken by all employees and volunteers.

Safeguarding training is a mandatory requirement for all PCP staff and is undertaken as part of the induction training for new staff and every 3 years thereafter, where applicable staff may undertake training from multiple Local Authority areas to ensure we are working to each area policy. Designating Safeguarding Leads will receive Level 3 as a minimum standard.

Employees may become suspicious or concerned that an 'adult or child at risk' is being abused or alerted to the possibility of risk in the following ways:

- Through observations or signs of abuse.
- Because of allegations or reports made by another person.
- By an allegation (or a 'cry for help') by an 'adult or child at risk', saying that they have or are being mistreated.
- By an admission (or a 'cry for help') from somebody who says they are harming an 'adult or child at risk'.

## Procedure

Our employees and volunteers have a clear duty to act if they are made aware of or have any suspicions or concerns relating to the possible mistreatment of an adult.

If any employee, volunteer or others working on our behalf has knowledge of an adult or child's whose safety they have concerns for, or who they believe to be at risk of abuse or neglect, it is their responsibility to follow policy and pass on their concerns, in the first instance, to their **Line Manager or Project Lead, Senior Manager or Chief Executive**.

## Reporting of a Safeguarding Concern

### Referral Procedure (Appendix 4)

## Responding

**If someone discloses abuse to you:**

- Stay calm, listen carefully, show genuine care, do not ask leading questions.
- Tell the person that you will take their disclosure seriously and that you will work together to get the most appropriate professional help from the relevant service.
- Always be open and transparent and try to gain consent.

- Be aware that medical and criminal evidence may need to be preserved so do not attempt to remove torn or soiled clothing etc.
- Document what was said as soon as possible and to whom you reported it.

### **NB Medical Attention**

If medical treatment is urgently required consent should be obtained, either from the adult or from whoever has parental/carer responsibility, unless this is not practical. Medical staff & Police must be informed if consent has not been obtained.

### **Recording**

**The employee should record all concerns using the appropriate Record of Safeguarding Concern (“ROSC”) for the local Authority area (see Appendix 3)**  
***For Adults concerns in County Durham Please use PCP standard ROSC***

### **Do not:**

- Delay in reporting.
- Begin your own investigation.
- Promise to keep it secret, advise you will need to pass this on to access relevant support.
- Put yourself at risk.
- Contact the alleged perpetrator.
- Tell anyone who does not need to know, in line with PCP’s Confidentiality Policy.

### **Do’s**

- Upon receipt of a complaint or allegation. PCP will use the relevant Local Authority threshold tools to establish whether a referral should be made to the relevant Local Authority Safeguarding Team.
- Ensure all relevant details are collated and the appropriate Local Authority area form be completed.
- All subsequent safeguarding actions will be recorded on this form.

### **The following is a guide to what is useful to pass on when reporting a concern or disclosure:**

Ensure that the information you give is:

- Clear – particularly about your concerns for the adult at risk.
- Factual – this does not rule out opinion, but this should be separated from fact.
- Complete – all known, relevant information should be included.
- Unambiguous – ensure that there is minimal scope for your information to be misinterpreted.
- Use a body map to illustrate physical injuries.
- Note who you reported your concerns to.

Complete the form in full as soon as possible and ensure that all details, actions are recorded, including dates and times of incidents and whom the referral has been passed to.

### **Referring**



The relevant completed **ROSC** must be sent for attention of your Senior Lead within 24 hours of you receiving the concern. This should be sent (with a read receipt) to email: [safeguarding@pcp.uk.net](mailto:safeguarding@pcp.uk.net).

The Senior Lead will review and refer in line with policy. If a disclosure or allegation is made about employees, then a copy may be kept in a secure HR file within Pioneering Care Partnership.

- If evidence or information suggests significant harm the senior lead will make, contact with Relevant Social Care duty officer.
- If no significant harm. The senior lead will submit the form online to the relevant Local Authority Safeguarding Team and other relevant protection agencies i.e., the Police.
- Where information is shared the reasons behind this decision and details of any information shared must be recorded in full.
- The adult at risk can be given access to their referral record in line with 'Freedom of Information' legislation.
- Information will be shared on a 'need to know' basis and when it is in the adult's best interests. 'Best interests' will be determined by evaluation of risks.

### Reporting

PCP has a duty to pass on any reported concerns to the relevant Local Authority Safeguarding Team, as the responsible body having a 'duty of care' to people who are or may be eligible for community care services, and/or the Police as appropriate.

Concerns relating to a staff member or volunteer maybe needed to be escalated to our board of trustees or any issues which may identify that policy wasn't followed, or addressed appropriately which could indicate additional training needs.

### Sharing of information, limits of confidentiality, gaining consent

PCP have a number of policies and procedures in place to adhere to General Data Protection Regulation 2018 (GDPR) ensuring all information is dealt with accordingly, these include: Information Sharing, Data Protection, Personal Identifiable Information Loss and Breach, Data Subject Access, Data Protection and Privacy Statement.

Everyone is entitled to confidentiality of personal information. Consent should always be obtained from the person and an explanation given, as to why information about them is being shared with relevant partner agencies.

Adults with impaired capacity and understanding do not lose the right to control disclosure of information about them and are able to authorise or prohibit disclosure if they generally understand the implications of disclosure. This means practitioners and professionals can share information in these circumstances without consent. (Section 42.)

All exchanges of information will be carried out in accordance with the:

- General Data Protection Regulation 2018

- Human Rights Act 1998
- Freedom of Information Act 2000

All storage of information will be in line with the General Data Protection Regulation 2018.

### Monitoring and review

This Policy & Procedure will be reviewed annually by Project Development Manager, Helen Dent, to ensure that it remains compliant. A full formal review will also take place every 3 years by Senior Leadership Team as part of the Policy Review Cycle.

**September 2025**

### Policy Document Tracking

Action	Date(s)
Draft to SLT:	5 June 2025
Approved Policy uploaded and circulated:	1 September 2025
Interim Review Date:	June 2026, June 2027
Main Review Date:	May 2028
SLT Lead for Review	Project Development Manager – Helen Dent

**If this policies or procedure is not reviewed in line with the review date indicated then this version remains valid until such time it is updated and reviewed.**

## **Appendix 1 - Categories of abuse and definition**

**[Types and indicators of abuse: Safeguarding adults - SCIE](#)**

## **Appendix 2 - Categories of abuse and definition – Easy Read**

**[Different Types of Abuse](#)**

## Appendix 3 - Local Authority Safeguarding Contact Details

### Adults:

County Durham	Social Care Direct First Contact Text E mail	03000 267 979 (24 hrs a day) 03000 267979 0753 745 3102 <a href="mailto:safeguardingadults@durham.gov.uk">safeguardingadults@durham.gov.uk</a>
Redcar & Cleveland	Access Team Email	01642 065070 (contact for Safeguarding Advice) <a href="mailto:accessadultsteam@redcar-cleveland.gov.uk">accessadultsteam@redcar-cleveland.gov.uk</a> Out of hours 01642 542552/Teeswide 08702 402994
Middlesbrough	Access Team Out of Hours	01642 065070 <a href="mailto:adultaccesssteam@middlesbrough.gov.uk">adultaccesssteam@middlesbrough.gov.uk</a> Out of hours 01642 542552/Teeswide 08702 402994
Stockton-on-Tees	First Contact Team Emergency Secure e mail	01642 527764 Out of hours 01642 542552/Teeswide 08702 402994 <a href="mailto:FirstContactAdults@stockton.gov.uk">FirstContactAdults@stockton.gov.uk</a>
Hartlepool	ISPA Email	01429 523 390 <a href="mailto:iSPA@hartlepool.gov.uk">iSPA@hartlepool.gov.uk</a> Out of hours 01642 542552/Teeswide 08702 402994
Sunderland	Safeguarding Adults Secure e mail	0191 5618934 / 0191 5618936 <a href="mailto:safeguarding.adults@sunderland.gcsx.gov.uk">safeguarding.adults@sunderland.gcsx.gov.uk</a>
Darlington	Adult Safeguarding Team  Secure e mail	01325 406111 01642 524552 (out of hours) Text 07538 601527 <a href="mailto:ssact@darlington.gcsx.gov.uk">ssact@darlington.gcsx.gov.uk</a>
Newcastle	Adults Safeguarding   Secure Email	Phone <ul style="list-style-type: none"> <li>• 0191 278 8377 (Monday-Friday, 8am-5pm)</li> <li>• 0191 278 7878 (Evenings and Weekends)</li> </ul> Text/SMS <ul style="list-style-type: none"> <li>• 0796 847 4891 (Monday-Friday, 8am-5pm)</li> </ul> In writing <ul style="list-style-type: none"> <li>• Adult Social CarePoint, Westgate Community Complex, West Road, Newcastle upon Tyne, NE4 9LU</li> <li>• <a href="mailto:ASCPadmin@newcastle.gov.uk">ASCPadmin@newcastle.gov.uk</a></li> </ul> <a href="https://www.newcastlesafeguarding.org.uk/report-a-concern/Report a Concern - Newcastle Safeguarding">https://www.newcastlesafeguarding.org.uk/report-a-concern/Report a Concern - Newcastle Safeguarding</a>
Gateshead	Adult Safeguarding	Call: 0191 433 7033 24 Hours - <a href="#">Adult Social Care Direct</a>

## Children's:

County Durham	Social Care Direct First Contact Text E mail	03000 267 979 (24 hrs a day) 03000 267979 0753 745 3102 <a href="mailto:firstcontact@durham.gov.uk">firstcontact@durham.gov.uk</a>
Redcar & Cleveland	Access Team Email	01642 130700 <a href="mailto:RedcarMACH@redcar-cleveland.gov.uk">RedcarMACH@redcar-cleveland.gov.uk</a> Out of hours 01642 542552/Teeswide 08702 402994
Middlesbrough	Access Team Out of Hours	01642 726004 <a href="mailto:MiddlesbroughMACH@middlesbrough.gov.uk">MiddlesbroughMACH@middlesbrough.gov.uk</a> Out of hours 01642 542552/Teeswide 08702 402994
Stockton-on-Tees	First Contact Team Emergency Secure e mail	01429 284284 Out of hours 01642 542552/Teeswide 08702 402994 <a href="mailto:childrenshub@hartlepool.gov.uk">childrenshub@hartlepool.gov.uk</a>
Hartlepool	ISPA Email	01429 284284 <a href="mailto:childrenshub@hartlepool.gov.uk">childrenshub@hartlepool.gov.uk</a> Out of hours 01642 542552/Teeswide 08702 402994
Sunderland	Safeguarding Team Out of Hours	0191 561 7007 0191 520 5560
Darlington	Safeguarding Team	01325 406252 01642 524552 (out of hours)
Newcastle	Safeguarding Team  Secure Online Form	Phone <ul style="list-style-type: none"> <li>• 0191 277 2500 Monday-Friday, 8am-5pm)</li> <li>• 0191 278 7878. (Evenings and Weekends)</li> </ul> <a href="https://newcastle-digital.oncreate.app/w/webpage/799GBHNT1?context_record_id=8105723&amp;webpage_token=dcac40ecce41616cf8a38de568c88e2def057730b986d4aa504da925bb3741f7">https://newcastle-digital.oncreate.app/w/webpage/799GBHNT1?context_record_id=8105723&amp;webpage_token=dcac40ecce41616cf8a38de568c88e2def057730b986d4aa504da925bb3741f7</a>
Gateshead	Safeguarding Team	Call: 0191 433 2653 Out of hours: <b>0191 477 0844</b>

## Appendix 4 - Local Authority Safeguarding Referral Forms Links

### Adults:

Local Authority	Referral Form Links
County Durham	Use PCP ROSC
Redcar & Cleveland	<a href="#">Report Abuse   Teeswide Safeguarding Adults Board</a> and download word form
Middlesbrough	
Stockton-on-Tees	
Hartlepool	
Sunderland	<a href="#">Report a safeguarding concerns - members of the public - Sunderland City Council</a>
Darlington	<a href="#">safeguarding-adults-referral-form-aug-2022.docx</a>
Newcastle	<a href="#">MyCare - Newcastle</a>
Gateshead	<a href="#">Report a concern - Safeguarding in Gateshead</a>

### Children's:

Local Authority	Referral Form Links
County Durham	<a href="#">safeguarding-referral-form-july-2025-v2.docx</a>
Redcar & Cleveland	<a href="#">safer-referral-form-with-link-to-threshold-doc.docx</a>
Middlesbrough	
Stockton-on-Tees	
Hartlepool	
Sunderland	<a href="#">referral form - together for children.docx</a>
Darlington	Use PCP ROSC
Newcastle	<a href="#">IRS Professional Referral</a>
Gateshead	<a href="#">Report a concern - Safeguarding in Gateshead</a>

## Appendix 5

# PCP's Safeguarding Referral Procedure Flow Chart

In all cases, if an adult or child is in immediate danger, take preventative steps and call 999.

