

Adult Safeguarding Policy

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ADULT SAFEGUARDING STATEMENT & POLICY



1. Purpose

Tuntum Housing Association is committed to ensuring that all adults at risk are protected and kept safe from harm whilst engaged in services organised and provided by us. Tuntum Housing Association will also safeguard the welfare of adults at risk who use our services by protecting them from abuse.

2. Statement

Tuntum Housing Association recognises its responsibilities under relevant legislation to make arrangements for ensuring that its functions are discharged having regard to the need to safeguard and promote the welfare of adults at risk. Tuntum Housing Association operates on a zero-tolerance basis to abuse and neglect within our organisation.

This policy applies to all situations within the Tuntum Housing Association operation, which could potentially involve adults at risk, from adults at risk in a reception area to home visits where adults at risk are present. Good Practice guidelines will be provided for staff, to protect adults at risk and to protect staff from allegations of abuse.

The policy affects every Tuntum Housing Association board member, staff member, volunteer and anyone working on behalf of and/or representing Tuntum Housing Association.

This policy should be read in conjunction with the following publications: -

No Secrets (DoH)
'Safeguarding adults: sharing information' Social Care Institute for Excellence
Safeguarding Adults (NHS Midlands & East)
Nottingham & Nottinghamshire Safeguarding Vulnerable Adults Guidance – 2018
Derby & Derbyshire Safeguarding Adults Policy & Procedure - 2017

3. Introduction

This policy on Safeguarding Adults has been devised following the guidance of the Care Act 2014. The definition of safeguarding is:

“Safeguarding means protecting an adult’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 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 sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances”

The Care Act identifies six key principles that should underpin all adult safeguarding work:

- Empowerment – People being supported and encouraged to make their own decisions and informed consent.

“I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”

- Prevention – It is better to take action before harm occurs.

“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”

- Proportionality – The least intrusive response appropriate to the risk presented.

“I am sure that the professionals will work in my interest, as I see them, and they will only get involved as much as needed.”

- Protection – Support and representation for those in greatest need.

“I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”

- Partnership – Local solutions through services working with their communities.

Communities have a part to play in preventing, detecting and reporting neglect and abuse.

“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”

- Accountability – Accountability and transparency in delivering safeguarding.

“I understand the role of everyone involved in my life and so do they.”

This policy is designed to allow for the prevention, investigation and action, on a multi-agency basis, in respect of allegations of abuse against adults at risk. It should therefore be read and acted upon in conjunction with the **Multi-agency Policies and Procedures on Working to Safeguard Adults**, as issued by each local Safeguarding Adults Board. Tuntum operates various internal audit processes (annual internal service audit, safeguarding spot audits) to identify and improve accountability internally.

For the purposes of clarity, the adult at risk concerned could also be someone other than a Tuntum client, such as a relative, friend or neighbour, or even an employee.

The policy serves three purposes:

- to help identify when abuse may be occurring
- to allow for the reporting of such concerns by offering practical ways in which to report concerns
- where possible we prevent abuse rather than react to it

4. Policy Principles

The policy meets Tuntum’s responsibilities laid out in the Public Interest Disclosure Act 1998 and the Human Rights Act 1998. It also links to the ASB, Crime and Policy Act 2014, which identifies a more local approach to Anti-Social Behaviour and puts victims first.

Tuntum expects every member of staff, volunteer and Board member to not only carry out their duties in a manner consistent with the six principles of the Care Act 2014, but also to report incidents or behaviour where they feel this is being compromised, be that as a result of:

- a Tuntum policy,
- a member of staff,
- a result of another agency practice,
- behaviour of staff from another agency,
- a family member or relative,
- or some other person.

5. Confidentiality (UK: GDPR) and Capacity

The protection of all confidential information is recognised as good practice, but public interest can override the duty of confidentiality. It is difficult for a single agency to know if an adult may be at risk. The alleged perpetrator may have been involved in other cases etc and staff may decide to discuss concerns with relevant “others” such as the Safeguarding Adults team in each area or possibly the Public Protection Police Unit to determine if safeguarding action is required.

The principles of confidentiality are:

Information should only be shared on a “need to know” basis when it is to protect the vital interests of the Client. However, it may be appropriate to discuss concerns with Social Services and possibly identify a serial abuser.

Confidentiality should not be confused with secrecy.

Assurances of absolute confidentiality should not be given to any client as it is never guaranteed that abuse will not occur. In circumstances where abuse is a criminal act or other vulnerable people are at risk, the information must be disclosed to the relevant authorities.

Informed consent should be obtained wherever possible. Care should be taken to check that each vulnerable person has the capacity to make decisions about sharing confidential information and the consequences of not doing so.

In some cases, concerns must be shared against the wishes of the individual concerned. This is when there is an immediate and / or clear risk to either the individual themselves or another person, and failure to share concerns will likely lead to further abuse taking place. In all of these cases staff and volunteers should endeavour to speak with their line manager or a member of the management team first; however, in some circumstances this may not be possible, and the safety of individuals is the first priority.

5.1 Capacity, Consent and Decision Making

Staff should adhere to the following principles where concerns arise regarding capacity:

The consideration of capacity is crucial at all stages of Safeguarding Adults Procedures. For example, determining the ability of an adult at risk to make lifestyle choices, such as choosing to remain in a situation where they risk abuse; determining whether a particular act or

transaction is abusive or consensual; or determining how much an adult at risk can be involved in making decisions in a given situation.

The Mental Capacity Act 2005 provides a statutory framework to empower and protect adults at risk who may not be able to make their own decisions. It makes it clear who can take decisions in which situations and how they should go about this. It enables people to plan ahead for a time when they may lose capacity.

The whole Act is underpinned by a set of five key principles:

1. A presumption of capacity - every adult has the right to make his or her own decisions and must be assumed to have capacity to do so unless it is proved otherwise;
2. The right for individuals to be supported to make their own decisions - people must be given all appropriate help before anyone concludes that they cannot make their own decisions;
3. That individuals must retain the right to make what might be seen as eccentric or unwise decisions;
4. Best interests - anything done for or on behalf of people without capacity must be in their best interests; and
5. Least restrictive intervention - anything done for or on behalf of people without capacity should be the least restrictive of their basic rights and freedoms.

5.2 Independent Mental Capacity Advocate (IMCA)

The purpose of the Independent Mental Capacity Advocacy Service is to help particularly vulnerable people who lack the capacity to make important decisions about serious medical treatment and changes of accommodation, and who have no family or friends that it would be appropriate to consult about those decisions.

The role of the Independent Mental Capacity Advocate (IMCA) is to work with and support people who lack capacity and represent their views to those who are working out their best interests.

The Department of Health has extended the Act through Regulations to cover circumstances where a Safeguarding Adults allegation has been made. The Regulations specify that Local Authorities and the NHS have powers to instruct an IMCA if the following requirements are met:

- > where safeguarding measures are being put in place in relation to the protection of adults at risk from abuse; and
- > where the person lacks capacity

6. Vulnerable Adult Risk Management – VARM's

VARM is a process that provides professionals with a framework to facilitate effective multi-agency working with adults at risk who are deemed to have mental capacity and who are at risk of serious harm or death through self-neglect, risk taking behaviour or refusal of services. In cases such as self-neglect, risk taking behaviour and refusal of services there is no abuse perpetrated by a third party, so the referrals do not meet the threshold for the Safeguarding Adults process; however, they do need to be considered, and risk assessed via another process.

The VARM does not replace established processes such as MAPPA or MARAC; these will take priority.

In order to consider a person for a VARM meeting **all** the following criteria should apply:

- A person **must have capacity** to make decisions and choices regarding their life
- There is a **risk of serious harm or death** by self-neglect, fire, deteriorating health condition, non-engagement with services or where an adult is targeted by the local community, is the victim of Hate Crime or Anti-Social Behaviour or the victim of sexual violence and they do not meet the criteria for Safeguarding
- There is a **public safety** interest
- There is a high level of **concerns from partner agencies**

Serious harm means death or injury (either physical or psychological) which is life threatening and/or traumatic and which is viewed to be imminent or very likely to occur.

Any agency can initiate a VARM meeting. The expectation is that the appointed VARM champion will exercise professional judgement when referring a case to this process.

It should be noted that the provision of a VARM is not statutory for local areas, therefore the area in which you operate may not have an existing process. However, even if it is not established in your locality, if you feel there is the need for this to take place it should be discussed with a manager as to the best way of taking it forward.

Not included in the Care Act 2014 but also relevant are the following: -

6.1 Hate Crime & Mate Crime

A growing area of concern is Mate crime, based on Hate crime.

Hate crime is defined as:

‘Any criminal offence which is perceived, by the victim or any other person to be motivated by a hostility or prejudice based on a personal characteristic’, disability, race, colour ethnic origin, nationality or national origins. sexual orientation, gender or gender identity, religion or belief.

Hate crime can be committed in many forms and might include, verbal abuse, insults, threats and name calling, property damage, graffiti

Mate crime is defined as:

'People with learning disabilities are often befriended by people who then exploit them. These are groups and individuals who pretend to be friends but who are really taking advantage of people'

6.2 So-called "Honour based Violence"

The Crown Prosecution Service and Association of Chief Police Officers have a common definition of so called honour-based violence:

So-called "Honour based violence" is a crime or incident, which has or may have been committed to protect or defend the honour of the family and/or community'.

This definition is supported by further explanatory text:

So-called "Honour Based Violence" is a fundamental abuse of Human Rights. There is no honour in the commission of murder, rape, and kidnap and the many other acts, behaviour and conduct which make up "violence in the name of so-called honour".

The simplicity of the above definition is not intended in any way to minimise the levels of violence, harm and hurt caused by the perpetration of such acts. It is a collection of practices, which are used to control behaviour within families or other social groups to protect perceived cultural and religious beliefs and/or honour.

Such violence can occur when perpetrators perceive that a relative has shamed the family and/or community by breaking their honour code. Women are predominantly (but not exclusively) the victims of 'so-called honour-based violence', which is used to assert male power in order to control female autonomy and sexuality.

So Called Honour based violence can be distinguished from other forms of violence, as it is often committed with some degree of approval and/or collusion from family and/or community members.

6.3 Forced marriage

A The definition of forced marriage that the Crown Prosecution Service uses is the definition adopted by the Government and the Association of Chief Police Officers. Forced marriage as set out in 'A Choice by Right' published by HM Government in June 2000 is defined as:

'A marriage conducted without the valid consent of one or both parties where duress is a factor.' 'A forced marriage is a marriage in which one or both spouses do not (or in the case of some adults with learning or physical disabilities, cannot) consent to the marriage and duress is involved. Duress can include physical, psychological, financial, sexual and emotional pressure.'

Forced marriage is a violation of human rights and is contrary to UK law, including the Matrimonial Causes Act 1973, which states that a marriage shall be avoidable if; 'either party to the marriage did not validly consent to it, whether in consequence of duress, mistake, unsoundness of mind or otherwise.'

A forced marriage differs from an arranged marriage, in which both parties' consent to the assistance of their parents or a third party in identifying a spouse, although the difference between the two may be indistinct.

6.4 Female Genital Mutilation (FGM)

Female genital mutilation (FGM) comprises all procedures that involve partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons.

FGM is recognized internationally as a violation of the human rights of girls and women. It reflects deep-rooted inequality between the sexes and constitutes an extreme form of discrimination against women. It is nearly always carried out on minors and is a violation of the rights of children. The practice also violates a person's rights to health, security and physical integrity, the right to be free from torture and cruel, inhuman, or degrading treatment, and the right to life when the procedure results in death.

6.5 Violent Extremism

Individuals may be susceptible to exploitation into violent extremism by radicalisers. Violent extremists often use a persuasive rationale and charismatic individuals to attract people to their cause.

“Channel”

This is a multi-agency process to ensure a safeguarding approach to protect individuals who may be vulnerable to recruitment by violent extremists.

Channel uses a multi-agency approach to:

- identify individuals at risk
- assess the nature and extent of that risk
- develop the most appropriate support plan for the individuals concerned

Channel provides early support for anyone who is vulnerable to being drawn into any form of terrorism or supporting terrorist organisations, regardless of age, faith, ethnicity or background. Individuals can receive support before their vulnerabilities are exploited by those who want them to embrace terrorism, and before they become involved in criminal terrorist-related activity.

Prevent

Prevent is part of the UK's Counter Terrorism Strategy known as CONTEST. Prevent works to stop individuals from getting involved or supporting terrorism or extremist activity. Radicalisation is a psychological process where vulnerable and/or susceptible individuals are groomed to engage into criminal, terrorist activity.

The Prevent Programme is designed to safeguard people in a similar way to safeguarding processes to protect people from gang activity, drug abuse, and physical and sexual abuse.

- The 2011 Prevent strategy has three specific strategic objectives:
 - respond to the ideological challenge of terrorism and the threat we face from those who promote it;
 - prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support; and

- work with sectors and institutions where there are risks of radicalisation that we need to address.

Note: these examples are not an exhaustive list of actions or behaviours that will constitute abuse

6.6 Anti-social behaviour

Anti-social behaviour (ASB) is behaviour that is “*acting in a manner that caused or is likely to cause harassment, alarm or distress to one or more persons not of the same household (as the defendant)*” (Crime and Disorder Act 1988)

There are many types of antisocial behaviour including aggression, cruelty, violence, theft, vandalism, lying, manipulation and drug and alcohol abuse.

This policy should be read in conjunction with our Anti-Social Behaviour policy.

6.7 LGBTQ+

We are committed to creating a safe, inclusive, and supportive environment for all individuals, regardless of their sexual orientation, gender identity, or expression. We recognize the unique challenges, heightened risks and vulnerabilities that LGBTQ+ individuals may face and are dedicated to safeguarding their rights and well-being.

We acknowledge that LGBTQ+ individuals may experience discrimination, isolation, violence, hate crime, abuse, mental health issues, barriers to accessing services such as healthcare. Our safeguarding policies are designed to specifically address these vulnerabilities.

We uphold a strict zero tolerance policy against any form of discrimination, harassment, or abuse.

We take all allegations seriously and will respond swiftly to ensure the safety of those involved.

Our confidential channels for reporting concerns or incidents, are designed to be accessible and supportive for all individuals, regardless of their identity.

If necessary, we may collaborate with LGBTQ+ organizations and experts to continuously improve our safeguarding practices and ensure that our policies are reflective of the needs of the community.

We will regularly assess and update our safeguarding policies to ensure they remain relevant and effective in protecting the rights and welfare of vulnerable LGBTQ+ adults.

6.8 Scams

Internet Scams, postal scams and doorstep crime are more often than not targeted at adults at risk and are all forms of financial abuse. These scams are becoming ever more sophisticated and elaborate and adults at risk can be convinced to part with large sums of money and in some cases life savings.

These scams and crimes can seriously affect the health, including mental health, of an adult at risk.

Post-Covid-19

Whilst day-to-day working arrangements within Tuntum may be different as a result of Covid-19, the key principles of safeguarding policy remain the same. Safeguarding adults with care and support needs from abuse and neglect must remain a priority. People may be more vulnerable to abuse and neglect as others may seek to exploit disadvantages due to age, disability, mental or physical impairment or illness.

6.9 Inherent Jurisdiction

This term, in the context of working with adults at risk, refers to someone who is deemed to have capacity but requires protection for whatever reason, and a Court has 'inherent jurisdiction' to make orders that will protect that individual even if it is against their wishes. For example, if an adult who is deemed at risk wishes to maintain contact with a family member despite the fact that contact invariably leads to severe deterioration in mental health. In this case the Court could prevent contact between the adult at risk and the family member. It is important to be aware of inherent jurisdiction when working with adults at risk if the statutory services deem them to have capacity, but you feel there is clear evidence that a certain behaviour or situation is detrimental to their wellbeing.

7 Information

Every Client will be supplied with information about adults at risk and who to contact if they have questions or concerns. In addition, a poster on the protection of adults at risk and how to report concerns will be displayed at each office, in reception areas. Files for clients that have been involved in safeguarding issues should be retained for 20 years as per the data protection guidance.

8 Safe Recruitment & Training

The Disclosure and Barring Service (DBS) helps to prevent unsuitable people from working or volunteering with people at risk. The HR Manger will make the necessary application for the DBS and ensure that all staff and volunteers are employed according to DBS regulations. Prospective or existing staff/volunteers will not be allowed to commence/continue lone working with adults at risk until satisfactory checks have been conducted and or a risk assessment has been undertaken.

Training on the protection of adults at risk will be covered in staff induction. Further, all support staff and support volunteers will attend the relevant Local Authority Multi-Agency Safeguarding Adults training (or suitable alternative) at a level suitable to their position, at first availability. This will be provided as a rolling programme and all staff and volunteers will refresh their knowledge by attending training every two years.

All staff should attend: Introduction to Safeguarding Adults and Children

Specific training will be provided to Managers and Safeguarding Leads

9 Monitoring and Reporting

Quarterly and annual reviews of all safeguarding incidents will be undertaken by the Head of Specialist Housing and reported to the Customer Excellence Committee.

In addition, the Head of Specialist Housing will monitor all open safeguarding cases on a regular basis and follow up with the respective managers or chase up actions as required.

10 Summary of Tuntum's Policy

- Every member of staff, volunteer and trustee has the responsibility to identify and bring to attention any incident, behaviour or action(s) which they feel is unacceptable in terms of the physical and psychological wellbeing of any of the clients within our care, or of another adult at risk including staff (in unusual circumstances, this could include organisational or management arrangements which are believed to be harming the delivery of acceptable support/service provision).
- Anyone who is told of, or suspects abuse of any adult at risk, should report the incident or concerns in line with the guidance and take the appropriate steps to prevent continuation of the abuse occurring.
- The result of reporting concerns under any of the options outlined will be an investigation into the case, as per the requirements of the multi-agency policies and procedures to safeguard adults from abuse.
- In all cases, the individual reporting the concern will be kept informed of progress and any outcomes to such investigations.

11 POLICY REVIEW

This policy will be reviewed every three years, in accordance with broader guidance and legislation, and considering feedback from staff and service users.

Tuntum Housing Association's Board of Management will ultimately be responsible for ensuring that the policy is reviewed, although they may wish to delegate the review process. Any changes to the policy will need the authorisation of the Tuntum Housing Association Board of Management. Until such authorisation is given the existing policy will continue to apply unless the existing policy contradicts any new legal requirements or responsibilities

12 Appendix 1 - Definition of Abuse & Who Might be Abusers

13 Appendix 2 - Local Authority Safeguarding Contacts

14 Appendix 3 – Tuntum Safeguarding Leads (subject to change)

15 Appendix 4 - 'Safeguarding Adults' referral form

APPENDIX 1 - Definitions of Abuse

The Care Act identifies ten forms of abuse:

- **Physical Abuse**
Including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions
- **Domestic Abuse and Coercive Control** including an incident or pattern of incidents, coercive or threatening behaviour, violence or abuse by someone that is or has been an intimate partner or family member regardless of gender or sexuality. It

also includes psychological, physical, sexual, financial, emotional abuse and “so-called honour” based violence and forced marriage.

- **Sexual Abuse**

Including rape and sexual assault or sexual acts to which the vulnerable adult has not consented or could not consent or was pressured into consenting and which may involve contact or non-contact abuse, masturbation, being photographed or teasing. This includes Child Sexual Exploitation that started when they were a child but has carried on into adulthood.

- **Psychological Abuse**

Including emotional abuse, threats of harm including self-harm, suicidal thoughts, or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, cyber bullying, harassment, verbal abuse, isolation or withdrawal from services or supportive networks, extremism and radicalisation.

- **Financial or Material Abuse**

Including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits, internet scams

- **Modern Slavery**

Encompasses slavery, human trafficking (between countries, abduction (within countries); 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

- **Discriminatory Abuse**

Including racist, sexist, that based on a person’s disability or culture and other forms of harassment, slurs or similar treatment

- **Organisational Abuse** (previously known as institutional abuse). It may take the

form of isolated incidents of poor practice at one end of the spectrum, through to pervasive ill treatment or gross misconduct at the other. It can occur when the routines, systems, communications and norms of an institution compel individuals to sacrifice their preferred lifestyle and cultural diversity to the needs of that institution. It can also be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

- **Neglect and Acts of Omission**

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

- **Self-Neglect** covers a wide range of behaviours - neglecting to care for one’s

personal hygiene, health or surroundings including hoarding. It should be noted that whilst self-neglect may not prompt a section 42 enquiry, it should still be referred and assessed on a case-by-case basis.

Who May Be The Abusers?

Adults at risk may be abused by a wide range of people that come into contact with them, including:

- Relatives and family members
- Professional staff
- Paid care workers
- Volunteers
- Other Clients
- Neighbours, friends and associates
- Strangers

(APPENDIX 2) SAFEGUARDING LOCAL AUTHORITY CONTACTS		
	ADULTS	CHILDREN
Nottingham	0300 1310 300 https://www.nottinghamcity.gov.uk/information-for-residents/children-and-families/safeguarding-adults/	0115 876 4800
Derby	01332 642855 (OFFICE HOURS) 01332 956606 (OUT OF HOURS) https://www.derby.gov.uk/health-and-social-care/safeguarding-adults-at-risk/safeguarding-vulnerable-ac	01332 641172 01332 956606 (OUT OF HOURS)
Hinckley & Bosworth	0116 305 0004 0116 255 1606 (OUT OF HOURS) https://www.charnwood.gov.uk/pages/safeguarding_children_and_young_people	0116 305 0005.
Charnwood	0116 305 0004 0116 255 1606 (OUT OF HOURS) https://www.charnwood.gov.uk/pages/safeguarding_children_and_young_people	0116 305 0005
Erewash	01629 533190 01629 532600 (OUT OF HOURS) https://derbyshirescbs.proceduresonline.com/contacts.html	01629 533 190 01629 532 600 (OUT OF HOURS)
Mansfield	0300 500 80 80 0300 456 45 46 (OUT OF HOURS) https://www.nottinghamshire.gov.uk/care/safeguarding/reporting-abuse	0300 500 80 80 0300 456 4546 (OUT OF HOURS)
Ashfield	0300 500 80 80 0300 456 45 46 (OUT OF HOURS) https://www.nottinghamshire.gov.uk/care/safeguarding/reporting-abuse	0300 500 80 80 0300 456 4546 (OUT OF HOURS)
Leicester	0116 454 1004 0116 255 1606 (OUT OF HOURS) https://www.leicester.gov.uk/health-and-social-care/adult-social-care	0116 454 1004 (24/7) https://www.lcitylscb.org/contact-us/
Rushcliffe	0300 500 80 80 0300 456 45 46 (OUT OF HOURS) https://www.nottinghamshire.gov.uk/care/safeguarding/reporting-abuse	0300 500 80 80 0300 456 4546 (OUT OF HOURS)
Broxtowe	0300 500 80 80 0300 456 45 46 (OUT OF HOURS) https://www.nottinghamshire.gov.uk/care/safeguarding/reporting-abuse	0300 500 80 80 0300 456 4546 (OUT OF HOURS)
Gedling	0300 500 80 80 0300 456 45 46 (OUT OF HOURS) https://www.nottinghamshire.gov.uk/care/safeguarding/reporting-abuse	0300 500 80 80 0300 456 4546 (OUT OF HOURS)
East Stafford	0345 6042719 https://www.eaststaffsbc.gov.uk/safeguarding	0800 1313126 0345 6042886 (OUT OF HOURS)

If you believe that the person is at immediate risk and in need of protection - **call the Police on 9**
Child at Risk of Abuse or Neglect but not in immediate need of protection - **Call the Police on 10**
National Society for the Prevention of Cruelty to Children (NSPCC) - **0808 800 5000**

APPENDIX 3 - Tuntum Safeguarding Leads

Role:	Name/ Details:	Contact:
Designated Safeguarding Lead(s)		
Acting Service Manager (Specialist Housing)	Sharon Teeling	Tel: 0115 9110771 sharonteeling@tuntum.co.uk
Service Manager (Mental Health Services)	TBC	Tel:
Service Manager (Refugee Futures)	Nicole Woods	Tel: nicolewoods@tuntum.co.uk
Compliance and Safety Officer	TBC	Tel:
Housing Manager	Nkosana Mthimkhulu	Tel: 07511 080622 NkosanaMthimkhulu@tuntum.co.uk
Allocations & Lettings Officer	Martha Jackson	Tel: 07511 080657 marthajackson@tuntum.co.uk
Acting Team Leader (Income)	Sahida Khanom	sahidakhanom@tuntum.co.uk
Acting Team Leader (Housing Services)	Marc Millingham	marcmillingham@tuntum.co.uk
Head of Specialist Housing	Delores Vassell	Tel: 07972073959 deloresvassell@tuntum.co.uk
Police	In an emergency	999
	For non-emergency but possible crime	101

Appendix 4 - Tuntum Safeguarding Adults Referral Form

This pro forma is to assist you in gathering all of the relevant details prior to making a referral to Adult Social Care. You do not need to send it anywhere; however, you may find it useful to complete a copy for your records and for ease when referring.

Details of Adult at Risk

Name Date of Birth
Address

Date of Referral

Service User ID/
Episode ID

Gender M F

Has a referral been made about this adult at risk before? Y N

Has a referral been made about this service/provider before? Y N

Has a referral been made about the alleged perpetrator before? Y N

Clients Ethnic Origin

- Black African Black Caribbean Mixed White and Asian
 Bangladeshi Chinese Mixed White and Black African
 Indian Pakistani Mixed White and Black Caribbean
 White British White Irish Mixed White and Chinese
 Other Asian Other Black Other Mixed background
 Other White Other Ethnic group

Adults at Risk Client Group

- Over 65s Learning Disability Physical Disability
 Mental ill Health Issues Substance Misuse Deaf
 Blind HIV/Aids Carer

Is the Adult at Risk known to other agencies:

Yes No
If yes, please provide details:

Is the Adult at Risk from another District / Authority:

Yes If yes, please provide details:

No

Details about the Allegation of Abuse

Source of Alert

- | | | |
|-------------------------------------|---|--|
| <input type="checkbox"/> Partner | <input type="checkbox"/> Main Family Carer | <input type="checkbox"/> Other Family Member |
| <input type="checkbox"/> Paid Carer | <input type="checkbox"/> Other Service User | <input type="checkbox"/> Vulnerable Adult themselves |
| <input type="checkbox"/> Friend | <input type="checkbox"/> Formal Advocate | <input type="checkbox"/> Acute Hospital (including A&E) |
| <input type="checkbox"/> GP | <input type="checkbox"/> Service Provider | <input type="checkbox"/> Independent Healthcare Provider |
| <input type="checkbox"/> Volunteer | <input type="checkbox"/> General Hospital | <input type="checkbox"/> Healthcare Commission |
| <input type="checkbox"/> Police | <input type="checkbox"/> Social Services | <input type="checkbox"/> Specialist/Community Hospital |
| <input type="checkbox"/> Other PCT | <input type="checkbox"/> Neighbour | <input type="checkbox"/> Alleged Perpetrator |
| <input type="checkbox"/> Complaints | <input type="checkbox"/> Prison/Probation | <input type="checkbox"/> Domestic Violence Unit |
| <input type="checkbox"/> CSCI | <input type="checkbox"/> Voluntary Agency | <input type="checkbox"/> Counsellor/Therapist |
| <input type="checkbox"/> Anonymous | <input type="checkbox"/> Member of Public | <input type="checkbox"/> Other (please specify): |

Location of Abuse

Residential Home	Independent Healthcare
General Hospital	Sheltered Accommodation
Nursing Care Home	Supported Accommodation
Acute Hospital	Day Centre/Service
Public Place	College/Adult Education/Work
Adults at risk' Own Home	Adults at risk' Parents Home
Adults at risk' Relatives Home	Alleged Perpetrators' Home
Specialist/Community Hospital	Adult Placement Scheme
	Other (please specify):

Type(s) of Abuse

Discriminatory

Psychological

Sexual

Financial

Physical

Neglect and Acts of Omission

Date and time of Incident:

Brief description of the allegation / abuse:

Details about the alleged perpetrator

Name

Telephone

Address

Age

<input type="checkbox"/>	-18	<input type="checkbox"/>	18-30	<input type="checkbox"/>	31-40	<input type="checkbox"/>	41-50	<input type="checkbox"/>	51-60	<input type="checkbox"/>	61-70	<input type="checkbox"/>	71-80	<input type="checkbox"/>	80+
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Gender

M

F

Alleged Perpetrator

Partner

Main Family Carer

Other Family Member

Friend

Stranger

Other Service User

Neighbour

Unknown

Volunteer/Befriender

Institution staff (residential home, domiciliary, nursing home, prison, secure units etc)

Other Professional (Nurse, GP, Social Worker etc)

Actions against the alleged perpetrator (suspension etc):

Details of the Referrer

Name

Telephone

email