

Guidance on the development of safeguarding adults policies and procedures (*including Adult Safeguarding Policy Template*)

For organisations which come into contact with adults at risk through the course of their work (including those which provide health and social care and support)

It provides recommended content and a suggested structure for a safeguarding policy and procedure. Each organisation will however be different and will need to use this guidance to create a policy and procedure that reflects the needs of their organisation and their service users.

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Guidance on the development of safeguarding adults policy and procedures

This guidance is aimed at organisations which come into contact with adults at risk through the course of their work. This includes those private and voluntary sector organisations that provide health or social care services for adults at risk. It provides recommended content and a suggested structure for safeguarding policies and procedures. Each organisation will however be different and will need to use this guidance to create a policy and procedure that reflects the needs of their organisation and their service users.

Guidance points (which are not designed to be part of the final policy) are represented in red and should be removed/substituted before finalisation.

Important considerations in developing your policy and procedures

Be prepared: Get your policy and procedures in place. Don't wait until you are faced with a situation that may involve abuse or neglect before you start working out how your organisation should respond to such situations.

Do not re-invent the wheel: Much of the information your organisation needs is already detailed in this guidance document and the Safeguarding Adults Multi- Agency Safeguarding Adults Policy and Procedures for West Yorkshire and North Yorkshire.

Make your policy and procedures relevant to your organisation: It is not enough to just adopt the guidance provided or edit this. It is necessary to consider how systems for safeguarding adults will work within your organisation and to make sure that the policy/procedure you produce reflects this.

Use this guidance as a starting point: There is no requirement to adopt the structure suggested within this guidance document or for a policy and procedure to be limited to the recommended content. Tailor your policy and procedure to the needs of your service users and your organisation. Any policy and procedure produced must however be consistent with the [Safeguarding Adults Multi-Agency Policy and Procedures \(West Yorkshire, North Yorkshire and the City of York\)](#). This document and further information about safeguarding adults in North Yorkshire is located at www.nypartnerships.org.uk/sab

Make sure that people know about the policy: Make sure that your managers, staff and volunteers have read it and understand it. Make sure it is referred to in training/induction and supervision. Make sure adults with care and support needs who you support know how to report abuse.

Make sure it is kept up to date: Make sure the policy/procedures are reviewed and kept up to date. When reviewing your policy and procedures, check whether this guidance document has been updated.

Be aware of Mental Capacity: The [Mental Capacity Act 2005](#) provides a statutory framework to empower and protect people who lack capacity to make decisions for themselves; and establishes a framework for making decisions on their behalf. This applies

whether the decisions are life-changing events or everyday matters. All decisions taken in the adult safeguarding process must comply with the Act.

The Mental Capacity Act¹ outlines [five statutory principles](#) that underpin the work with adults who lack mental capacity:

- A person must be assumed to have capacity unless it is established that he/she lacks capacity;
- A person is not to be treated as unable to make a decision unless all practicable steps to help him/her to do so have been taken without success;
- A person is not to be treated as unable to make a decision merely because he/she makes an unwise decision;
- An act done or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made, in his/her best interests;
- Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action.

The requirement to apply the MCA in adult safeguarding enquiries challenges many professionals and requires utmost care, particularly where it appears an adult has capacity for making specific free and informed decisions that place them at risk of being abused or neglected, even if this decision is considered to be unwise.

Do not forget your responsibility to children and young people. Even if your organisation only provides services to adults, your organisation still has a duty to act on concerns relating to the safety and wellbeing of children or young people. You will also need to have a Safeguarding Children and Young People policy. The North Yorkshire Safeguarding Children Board provides guidance on writing a child protection policy in relation to children and young people. For further information please visit:

- <http://www.safeguardingchildren.co.uk/professionals/writing-child-protection-policy>.

¹ The Social Care Institute for Excellence also provide information guidance and training for care and health staff to support, protect and empower people who may lack capacity. See <https://www.scie.org.uk/mca> for more information

Safeguarding Adults Policy and Procedure

< For completion by the organisation >

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Safeguarding Adults Policy and Procedure

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1. Safeguarding Policy

1.1 Policy Statements

Use this section to set out your organisation's commitment to safeguarding adults at risk. It is this section that tells your staff, employees and volunteers as well as services users how important the issue of safeguarding adults is to your organisation.

For example:

NAME OF ORGANISATION provides aservice topeople and these procedures have been designed to ensure the welfare and protection of any adult who accesses services provided.

The organisation will not tolerate the abuse of adults at risk in any of its forms.

The organisation is committed to:

- Managing its services is a way which minimises the risk of abuse occurring
- Supporting adults at risk who are at risk, experiencing or have experienced abuse
- Working with adults at risk and other agencies to end any abuse that is taking place

In achieving these aims the organisation will:

- Ensure that all managers, employees and volunteers have access to and are familiar with this safeguarding adult policy and procedure and their responsibilities within it
- Ensure concerns or allegations of abuse are always taken seriously
- Ensure the Mental Capacity Act is used to make decisions on behalf of those adults at risk who are unable to make particular decisions for themselves.
- Ensure all staff receive training in relation safeguarding adults at a level commensurate with their role.
- Ensure that service users, their relatives or informal carers have access to information about how to report concerns or allegations of abuse.
- Ensure there is a named lead person to promote safeguarding awareness and practice within the organisation

This policy and procedure has been developed to be consistent with the Joint Multi-Agency [Safeguarding Adults Policy and Procedures \(West Yorkshire, North Yorkshire and City of York\)](#), which can be referred to for additional guidance at www.nypartnerships.org.uk/sab

1.2 Policy Definitions

Use this section to define and describe relevant terms so that everyone in your organisation can refer to the policy and procedures and understand its content. A number of headings are suggested here, but these could be added to.

1.2.1 Who is a 'person at risk'?

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

- is aged 18 years or more, and
- has needs for care and support (whether or not these are currently being met),
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Such a definition includes adults with physical, sensory and mental impairments and learning disabilities, howsoever those impairments have arisen e.g. whether present from birth or due to advancing age, chronic illness or injury.

Also included are people with a mental illness, dementia or other memory impairments, people who misuse substances or alcohol.

The definition includes unpaid carers (family and friends who provide personal assistance and care to adults on an unpaid basis).

1.2.2 What is abuse?

Abuse can take many forms and the circumstances of the individual should always be considered. It may:

- Consist of a single act or repeated acts
- Be carried out deliberately or unknowingly.

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.

The following are examples of issues that would be considered as a safeguarding concern:

Physical abuse - includes hitting, slapping, pushing, kicking, misuse of medication, unlawful or inappropriate restraint, or inappropriate physical sanctions.

Domestic abuse – is “an incident or 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 sexuality” (Home Office, 2013). Domestic violence and abuse may include psychological, physical, sexual, financial, emotional abuse; as well as so called ‘honour’ based violence, forced marriage and female genital mutilation.

Sexual abuse - includes rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent or was pressured into consenting.

Psychological abuse - includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal from services or supportive networks.

Financial and material abuse – includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery - includes human trafficking, forced labour and domestic servitude. Traffickers and slave masters use the means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhuman treatment.

Neglect and acts of omission - includes 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.

Discriminatory abuse - includes abuse based on a person’s race, sex, disability, faith, sexual orientation, or age; other forms of harassment, slurs or similar treatment or hate crime/hate incident.

Organisational abuse – includes neglect and poor practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’s own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Self-neglect - covers a wide range of behaviours, such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding.

A safeguarding response in relation to self-neglect may be appropriate where:

- a person is declining assistance in relation to their care and support needs, and
- the impact of their decision, has or is likely to have a substantial impact on their overall individual wellbeing

1.3 Mental Capacity Assessment

The [Mental Capacity Act 2005](#) provides a statutory framework to empower and protect people who lack capacity to make decisions for themselves; and establishes a framework for making decisions on their behalf. This applies whether the decisions are life-changing events or everyday matters. All decisions taken in the adult safeguarding process must comply with the Act.

The Mental Capacity Act outlines [five statutory principles](#) that underpin the work with adults who lack mental capacity:

- A person must be assumed to have capacity unless it is established that he/she lacks capacity;
- A person is not to be treated as unable to make a decision unless all practicable steps to help him/her to do so have been taken without success;
- A person is not to be treated as unable to make a decision merely because he/she makes an unwise decision;
- An act done or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made, in his/her best interests;
- Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action.

In the application of this policy all trustees/members/management leads/staff/volunteers will consider the mental capacity of service users on a case by case basis.

1.4 Key Roles

Use this section to describe which people/posts are responsible for the various safeguarding adults roles within your organisation. It is helpful to be as clear as possible so there is no confusion in the event that an incident of abuse needs to be responded to. For example;

Every member of staff and volunteer has a responsibility to act on concerns of possible abuse and must inform the organisation's Safeguarding Concerns Manager.

Safeguarding Concerns Manager: The Safeguarding Concerns Manager has the responsibility to decide whether it is appropriate to Raise a Safeguarding Concern with the local authority on behalf of their organisation or to respond to the concerns in an alternative manner.

The role also includes

- ensuring that immediate safety issues are addressed, other parties notified (such as the regulator) and that staff are supported.
- ensuring that they are kept informed when a member of staff (or volunteer) has raised a concern
- establishing the desired outcomes of the adult at risk

[Who will be acting at the Safeguarding Concerns Manager - Is this the line manager or a designated officer or on call manager?]

NAME OF ORGANISATION has an appointed individual who is responsible for dealing with any Safeguarding Adults concerns. In their absence, a deputy will be available for workers to consult with. The named person(s) for Safeguarding Adults within **NAME OF ORGANISATION** is/are:

Trustee/Member/Management Lead for Safeguarding Adults	
Work Telephone Number	
Mobile Number	
Emergency Contact Number	

Named Person for Safeguarding Adults	
Work Telephone Number	
Mobile Number	
Emergency Contact Number	

Name of deputy person	
Work Telephone Number	
Mobile Number	
Emergency Contact Number	

Trustees/Governors/Management Committees/Proprietors are responsible for ensuring the implementation and quality assurance of this policy.

[For example; who is responsible for ensuring this policy and procedure is reviewed and up to date? Who is responsible for ensuring staff have appropriate training and information to fulfil their roles?]

1.5 Safe Employment

This section should outline the organisation's commitment to safe employment, thereby reducing the risk of exposing adults at risk to people unsuitable to work with them. This section need not be extensive and could helpfully cross reference to your organisations relevant Human Resource policies/procedures, such as whistle blowing, complaints and disciplinary and grievance procedures.

For example, a section could include statements such as:

- The organisation is committed to achieving best practice in respect to the safe recruitment of employees and volunteers;
- The organisation is committed to working within best practice as established by the Disclosure and Barring Scheme (DBS)
- The organisation has procedures in place to deal with allegations of abuse made against members of staff, volunteers or trustees.

Refer to the *[relevant Human Resource Policies]* for further information.

NAME OF ORGANISATION will ensure that any allegations made against members or member of staff, volunteer or trustee will be dealt with swiftly.

Where a member of staff/volunteer/trustee 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.

Where the allegation involves alleged abuse of an adult at risk, a concern should be raised following the process outlined in the Joint Multi-Agency Safeguarding Adults Policy and Procedures (West Yorkshire, North Yorkshire and City of York), Section 2.1.2.

The safety of the adult(s) at risk is paramount and it should be ensured that they are safe and away from the person(s) who is alleged to have caused harm.

The named person will liaise with the Safeguarding Concerns Manager to discuss the best course of action and to ensure that the **NAME OF ORGANISATION** Disciplinary Procedures are coordinated with any other enquiries taking place as part of the on-going management of the allegation.

Where concerns regarding a trustee/member/management lead/member of staff/volunteer have been made a referral must be made to the Disclosure and Barring Service (<https://www.gov.uk/government/organisations/disclosure-and-barring-service>) where subsequent enquiries result in either:

- The withdrawal of permission for the person to engage in regulated activity with children and/or vulnerable adults or they are moved to another area of work that isn't regulated activity (including situations where they would have been but the person was re-deployed, resigned, retired or left), or
- You think the person has either:
 - Engaged in relevant conduct in relation to children and/or adults. An action or inaction has harmed a child or vulnerable adult or put them at risk or harm or;
 - Satisfied the harm test in relation to children and / or vulnerable adults. E.g. there has been no relevant conduct but a risk of harm to a child or vulnerable adult still exists; or
 - Been cautioned or convicted of a relevant offence (automatic barring either with or without the right to make representations)

1.6 Induction, Training and Supervision

Training should be based upon an analysis of the organisation's training needs and there should be records of training provided and undertaken. This section could include a description of safeguarding and related training provided, as well as other forms of support available to staff in order to help them understand their responsibilities to safeguard adults at risk.

NAME OF ORGANISATION is committed to ensuring that all staff and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse and will ensure that the named person, trustees/members/management leads/proprietors, staff and volunteers have access to training around Safeguarding Adults

For example:

- Awareness of this safeguarding policy/procedure is covered within the induction programme of all new employees or volunteers and their understanding checked within supervision meetings.
- All staff will receive training on safeguarding adults at a level commensurate with their roles.
- All staff will receive training on the requirements and provisions of the Mental Capacity Act (*and Deprivation of Liberty Safeguards (DoLS) in care homes and hospitals*)

Refer to the [*relevant Training/Supervision policies*] for further information.

1.7 Prevention

Use this section to highlight related policies, procedures or required practices that minimise the risk of abuse occurring. Staff or volunteers may need to refer to these in order to determine whether abuse has occurred and how to respond.

This list provided contains suggested content, not all these however may be relevant to your organisation. You will need to amend the list to reflect the nature of your organisation:

For example:

- 1. Public Interest Disclosure Policy (Whistle blowing)*
- 2. The boundaries of personal relationships with service users*
- 3. The handling of money and person effects*
- 4. Managing challenging behaviour*
- 5. The investigation of complaints*
- 6. Managing physical interventions (restraint)*
- 7. Mental Capacity Act (inc. Advanced Decisions and Lasting Powers of Attorney)*
- 8. Deprivation of Liberty Safeguards (DoLS)*
- 9. Incident Reporting procedures*
- 10. Data Protection policy*
- 11. Information Sharing Policy*
- 12. Child Protection Policy*
- 13.*

2. Safeguarding Adult Procedures

2.1 Responding to an allegation/concern:

Use this section to describe what a person should actually do if they suspect abuse or neglect is taking place. For example;

NAME OF ORGANISATION recognises that it has a duty to act on reports, or suspicions of abuse or neglect. Anyone who has contact with adults at risk and hears disclosures or allegations or has concerns about potential abuse or neglect has a duty to pass them on appropriately.

2.1.1 Responsibilities of all employees and volunteers

If any member of trustee/members/management lead/proprietors, staff or volunteer has reason to believe that abuse is or may be taking place you have

a responsibility to act on this information. It does not matter what your role is, doing nothing is not an option.

If a person discloses abuse to you directly, use the following principles to respond to them:

- Assure them that you are taking the concerns seriously
- Do not be judgemental or jump to conclusions
- Listen carefully to what they are telling you, stay calm, get as clear a picture as you can. Use open ended questions
- Do not start to investigate or ask detailed or probing questions
- Explain that you have a duty to tell your manager or the designated officer
- Reassure the person that they will be involved in decisions about them

Your responsibilities are:

1. To take action to keep the person safe if possible.
 - Is an urgent police presence required to keep someone safe – call 999
 - Does the person need urgent medical assistance, do they need an ambulance – call 999
2. If a crime has occurred, be aware of the need to preserve evidence
3. Always inform the Safeguarding Concerns Manager for your organisation. You cannot keep this information secret, even if the person asks you to.
4. Clearly record what you have witnessed or been told, record your responses and any actions taken.

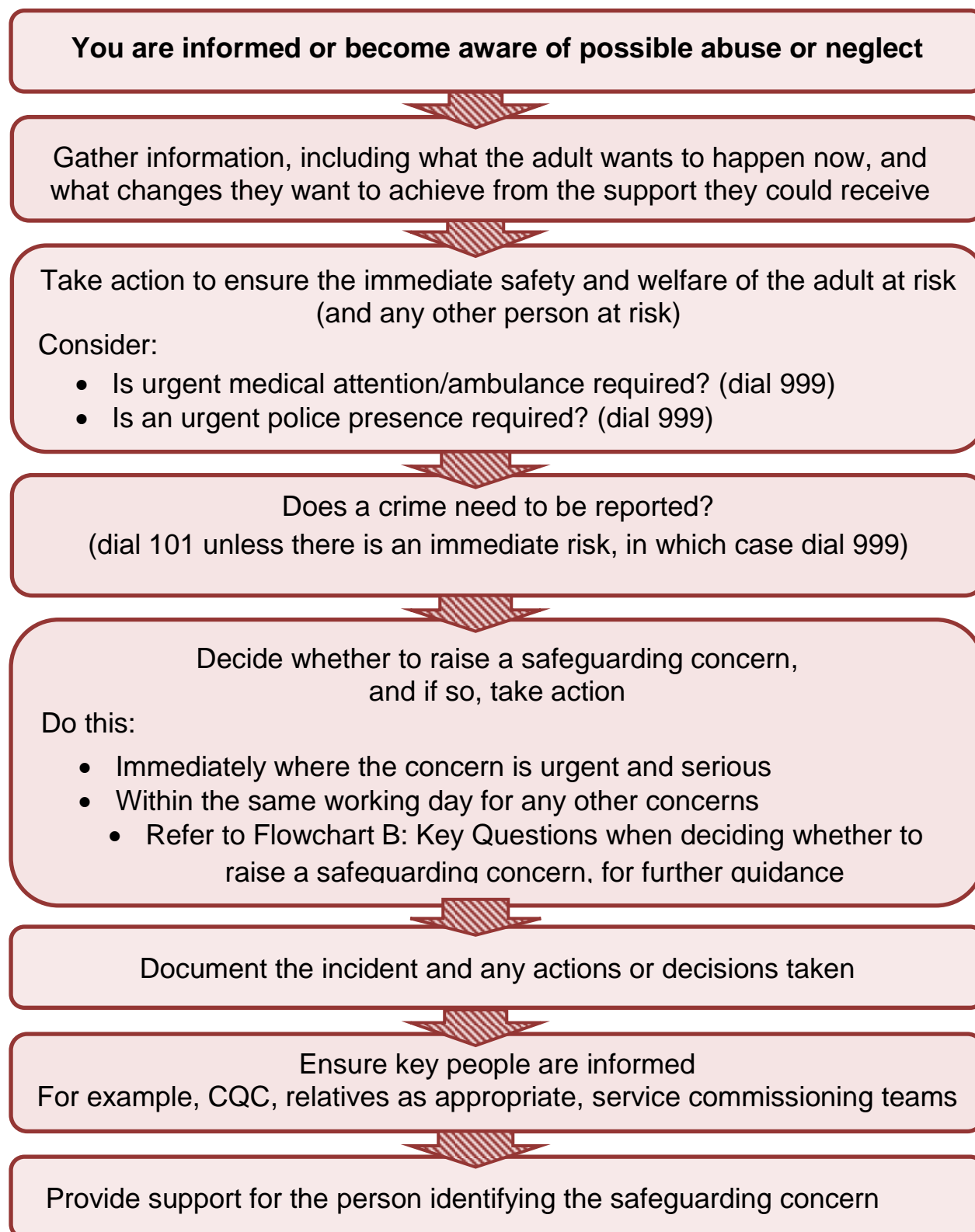
If consulting with your Safeguarding Concerns Manager will lead to an undue delay and thereby leave a person in a position of risk, you should 'Raise a Safeguarding Concern' yourself.

2.1.2 Raising a Safeguarding Concern

Raising a safeguarding concern, mean reporting abuse to the local authority under the safeguarding adults procedure. Anyone can raise a safeguarding concern, often however this is undertaken by a manager in the organisation. This person is referred to as the Safeguarding Concerns Manager. Please see Appendix A.

Appendix

Appendix A Managing Safeguarding Concerns Flowchart



Appendix B – Consider whether to raise a Safeguarding Concern

Q1. Does the adult have care and support needs (whether or not the local authority is meeting any of those care and support needs)?

Q2. Is the person experiencing, or at risk of, abuse and neglect?

- | | | | | | |
|---------------------|--------------------------|-----------------------------|--------------------------|-----------------------------|--------------------------|
| Domestic abuse | <input type="checkbox"/> | Modern Slavery | <input type="checkbox"/> | Neglect of acts of omission | <input type="checkbox"/> |
| Physical abuse | <input type="checkbox"/> | Discriminatory abuse | <input type="checkbox"/> | Self-neglect | <input type="checkbox"/> |
| Sexual abuse | <input type="checkbox"/> | Organisational abuse | <input type="checkbox"/> | Another form of abuse | <input type="checkbox"/> |
| Psychological abuse | <input type="checkbox"/> | Financial or material abuse | <input type="checkbox"/> | | |

NB: Abuse may sometimes occur without any intent to cause harm

Q3. What is the nature and seriousness of the risks?

Consider:

- The adult's individual circumstances;
- The nature and extent of the concerns;
- The length of time it has been occurring;
- The impact of any incident;
- The risk of repeated incidents for the adult;
- The risk of repeated incidents for others.

Wherever possible, consider the wishes and desired outcomes of the adult. In other words, what do they want to happen next, what do they want to change about their situation and what outcome do they want to achieve.

Sometimes it will be necessary to Raise a Concern even if this is contrary to the wishes of the adult. Any such decision should be proportional to the risk, for example:

- It is in the public interest e.g. there is also a risk to others, a member of staff or volunteer is involved, or the abuse has occurred on property owned or managed by an organisation with a responsibility to provide care;
- The adult lacks mental capacity to consent and it is in the adult's best interests;
- The adult is subject to coercion or undue influence, to extent that they are unable to give consent;
- It is in the adult's vital interests (to prevent serious harm or distress or life threatening situations).

If you remain unsure whether to raise a safeguarding concern, seek advice:

- Contact your organisation's safeguarding adults lead
- Contact your local safeguarding services (See the Multi-Agency Safeguarding Adults Policy and Procedures, Section 5.4 for contact details)

Appendix C - Considering whether to report a concern to the police

If you believe a crime has been committed:

seek the person's consent to report the matter immediately to the police
Seeking the person's consent to report a crime will be in addition to raising a safeguarding concern with the local authority

If the person has mental capacity in relation to the decision and does not want a report made, this should be respected unless there are justifiable reasons to act contrary to their wishes, such as:

- the person is subject to coercion or undue influence, to the extent that they are unable to give consent, or
- there is an overriding public interest, such as where there is a risk to other people
- it is in the person's vital interests (to prevent serious harm or distress or in life-threatening situations)

There should be clear reasons for overriding the wishes of a person with the mental capacity to decide for themselves. A judgement will be needed that takes into account the particular circumstances.

If the person does not have mental capacity in relation to this decision, a Mental Capacity Assessment must be undertaken and a decision taken in their best interests.

Preserving evidence

If a crime has occurred, try to preserve evidence in case there is a criminal investigation.

- ✓ Try not to disturb the scene, clothing or victim if at all possible
- ✓ Secure the scene, for example, lock the door, if possible,
- ✓ Preserve all containers, documents, locations, etc.
- ✓ Evidence may be present even if you cannot actually see anything
- ✓ If in doubt, contact the police and ask for advice

The police should be contacted for advice wherever required.

Appendix D - Who else to inform

If you are a service provider and a safeguarding concern has been raised, notify your regulatory body and the authority that commissions your service for the adult at risk.



You may also need to inform:

- The Charity Commission, if your service is a registered charity
- Your line manager (and safeguarding adults lead if different) of your decisions and actions in line with this procedure
- Your Human Resources Manager if allegations/concerns relate to a member of employee or volunteer
- Staff delivering a service on a need-to-know basis so that they do not take actions that may prejudice an enquiry

Appendix E - Document the concern and any actions or decisions taken

Ensure all actions and decisions are fully recorded. It is possible that your records may be required as part of an enquiry, be as clear and accurate as you can. Record the reasons for your decisions and any advice given to you in making these decisions.



Ensure that appropriate records are maintained, including details of:

- The nature of the safeguarding concern/allegation
- The wishes and desired outcomes of the adult at risk
- The support and information provided to enable the adult at risk to make an informed decision
- Assessments of Mental Capacity where indicated
- The decision of the organisation to raise a concern or not.

Appendix F - How to Raise a Safeguarding Concern:

To raise a safeguarding concern under the safeguarding adults procedures contact the North Yorkshire County Council Customer Resolution Centre on:

- **01609 780780** (8am – 5:30pm Mon-Fri).

This number will be answered by the Emergency Duty Team outside these hours.



The person you speak to will ask you for details about the allegation/concern. If you have reported the incident to the police, tell the person this as well.



Complete the **Safeguarding Adults Concerns Form**. This can be found on:

- <https://safeguardingadults.co.uk/working-with-adults/raising-a-concern>



You should send the completed form as a confidential document to:

**North Yorkshire County Council,
Customer Resolution Centre,
County Hall,
Racecourse Lane,
Northallerton,
North Yorkshire
DL7 8AD**

Fax number: 01609 532009

The form can be e-mailed to:

- social.care@northyorks.gov.uk

Appendix G: Useful Contacts

Use this section to record useful telephone numbers that are relevant to safeguarding adults in the context of your organisation.

NAME OF ORGANISATION Safeguarding Lead	
<p>Trustee/Member/Management Lead for Safeguarding Adults Work Telephone Number Mobile Number Emergency Contact Number</p> <p>Named Person for Safeguarding Adults Work Telephone Number Mobile Number Emergency Contact Number</p> <p>Name of deputy person Work Telephone Number Mobile Number Emergency Contact Number</p>	
To raise an safeguarding concern about an adult	
<p>Customer Resolution Centre: (8am – 5:30pm Mon-Fri) This number will be answered by the Emergency Duty Team outside these hours.</p>	<p>Tel: 01609 780780</p>
Contacting the police	
<p>If the person is in imminent danger</p> <p>If you need to report a crime, but the person is not in imminent danger</p>	<p>Tel: 999 (Emergency Service)</p> <p>Tel: 101 (Non-Emergency Service)</p>
To raise a safeguarding concern about a child/young person	
<p>If you have a concern regarding the safety or wellbeing of a child or young person you can obtain guidance from the North Yorkshire Safeguarding Children Board Website</p> <p>Children and Families Service: (8am – 5:30pm Mon-Fri) This number will be answered by the Emergency Duty Team outside these hours.</p>	<p>www.safeguardingchildren.co.uk/worried-about-child</p> <p>Tel: 01609 780780</p>
To notifying regulators	

<p>Care Quality Commission</p> <p>Charity Commission for England and Wales</p> <p>Open Monday to Friday, 10am to midday and 1pm until 3pm</p>	<p>Tel: 03000 616161</p> <p>Post: CQC National Customer Service Centre Citygate Gallowgate Newcastle upon Tyne NE1 4PA</p> <p>Tel: 0300 066 9197</p> <p>Email: rsi@charitycommission.gsi.gov.uk or whistleblowing@charitycommission.gsi.gov.uk</p>
<p>Independent Care Group</p>	
<p>ICG is the recognised representative body for independent care providers (private and voluntary) in York and North Yorkshire.</p>	<p>Contact: Chief Executive Independent Care Group (ICG)</p> <p>Website: https://www.independentcaregroup.co.uk</p>
<p>Notifying contracting/commissioning authority</p>	
<p><i>Add details as appropriate</i></p>	<p><i>Add details as appropriate</i></p>
<p>Employment related advice lines</p>	
<p>Disclosure and Barring Service (DBS)</p>	<p>Tel: 01325 953795</p>
<p>Whistleblowing advice services</p>	
<p>Mencap: www.mencap.org.uk/organisations/whistleblowing-helpline</p>	<p>Helpline: 08000 724 725</p>
<p>Care Quality Commission: www.cqc.org.uk/contact-us</p>	<p>Tel: 03000 616161</p>
<p>Public Concern at Work www.pcaaw.org.uk</p>	<p>Tel: 020 7404 6609.</p>
<p>Advocacy services</p>	
<p>Total Advocacy North Yorkshire</p>	<p>Email: totaladvocacy@cloverleaf-</p>

advocacy.co.uk

Tel: 01609 765355

Post:

Elizabeth House,
Barker Business Park,
Melmerby,
Ripon
HG4 5NB