

Safeguarding Adults Policy

Last review date: November 2025

Next review date: November 2026

Safeguarding Adults Policy Statement

This policy enables Eating Distress North East (EDNE) to demonstrate its commitment to keeping adults at risk safe. EDNE acknowledges its duty to act appropriately to any allegations, reports, or suspicions of abuse.

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

The policy and procedures have been drawn up to enable EDNE to:

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

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

- has needs for care and support (whether or not the local authority is meeting any of those needs), and
- is experiencing, or at risk of, abuse or neglect, and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

(Care Act, 2014)

The policy applies to all managers, staff, volunteers, service users, carers, students, trustees and anyone working on behalf of EDNE, hereafter referred to as 'EDNE team member'.

It is acknowledged that significant numbers of adults at risk are abused, and it is important that EDNE has a safeguarding adults' policy, a set of procedures to follow, and puts in place preventative measures to try and reduce the risk of harm.

EDNE will:

- ensure that all EDNE team members are familiar with this policy and associated procedures.
- ensure that all staff and volunteers are DBS checked before working with EDNE and all staff and volunteers receive safeguarding training appropriate to their role.
- work with other agencies within the framework of local authority Safeguarding Adults Board Policy and Procedures
- act within its confidentiality policy and will usually gain permission from service users before sharing information about them with another agency.
- pass information to the Local Authority when more than one person is at risk. For example: if the concern relates to a worker, volunteer or organisation who provides a service to adults with care and support needs or children.
- inform service users that where a person is in danger, a child is at risk, or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent.
- make a safeguarding adult's referral to the Local Authority as appropriate.
- endeavour to keep up to date with national developments relating to preventing abuse and welfare of adults.
- ensure that the Designated Safeguarding Leads (DSL) understand their responsibility to refer incidents of abuse to the relevant statutory agencies (Police/Local Authority).

The Designated Adult Safeguarding Leads in EDNE are Anne Fry (CEO) and Liz Oliver (Service Manager) They should be contacted for support and advice on implementing this policy and associated procedures.

This policy and associated procedures are kept on the EDNE shared drive accessible to all staff and given to all staff and volunteers as part of induction.

Procedures

1. Introduction

EDNE provides support and therapeutic services to people and their carers whose lives are affected by eating distress, and training to professionals. These procedures have been designed to ensure the wellbeing and protection of any adult who accesses services provided by EDNE. The procedures recognise that abuse can be a difficult subject for workers to deal with. EDNE is committed to the belief that the protection of adults at risk from harm and

abuse is everybody's responsibility and the aim of these procedures is to ensure that all managers, staff, volunteers, service users, carers, students, and trustees act appropriately in response to any concern of adult abuse.

2. Preventing abuse

EDNE is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within EDNE will be treated with respect.

Therefore, this policy needs to be read in conjunction with the following policies:

- DBS
- Equality and Diversity
- Volunteer
- Complaints
- Whistle Blowing
- Disciplinary Procedure
- Grievance Procedure
- Privacy Notice
- Data Protection

EDNE is committed to safer recruitment policies and practices for paid staff and volunteers (always defined as including students) This includes Disclosure and Barring Service (DBS) checks for staff and volunteers, ensuring references are taken up, and provision of adequate training on safeguarding adults. Training logs will be kept ensuring that all staff have undertaken training at a level appropriate to their role.

Safeguarding training will be renewed every three years, and every two years for Designated Safeguarding Leads. Annual refresher training will be carried out.

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

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

3. Recognising the signs and symptoms of abuse

EDNE is committed to ensuring that all managers, staff and volunteers and trustees undertake training to gain a basic awareness of the signs and symptoms of abuse. EDNE will ensure that the Designated Adult Safeguarding Leads, and other members of relevant staff or volunteers have access to higher levels of training around safeguarding adults provided by the Newcastle Safeguarding Adults Board and any other suitable providers.

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

Abuse includes:

- **Discriminatory**

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

- **Domestic abuse or violence**

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

- **Financial or material**

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

- **Modern slavery**

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

- **Neglect and acts of omission**

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

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

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

- **Physical**

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

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

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

- **Sexual**

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

- **Self-neglect**

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

- **Radicalisation**

Radicalisation is the process through which people come to support increasingly extreme political, religious, or other ideals. This can lead them to support violent extremism and terrorism.

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers, or others in a position of trust. They may also be relatives, friends, neighbours, or people who use the same services as the person experiencing abuse

4. Designated Safeguarding Leads

EDNE has appointed individuals who are responsible for leading safeguarding adults' work in the organisation. The Designated Adult Safeguarding Leads within EDNE are:

Liz Oliver, Service Manager

Anne Fry, CEO

Should either of these named people be unavailable, then EDNE team members should contact the local authority Safeguarding Adults Board directly. See below for contact details.

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

- ensure that all staff and volunteers are aware of what they should do and who they should go to if they have concerns that an adult at risk may be experiencing, or has experienced abuse or neglect
- ensure that concerns are acted on, clearly recorded and referred to the relevant Safeguarding Adults Board
- follow up any safeguarding adults referrals and ensure the issues have been addressed
- manage and have oversight over individual complex cases involving allegations against an employee, volunteer, or student, paid or unpaid
- consider any recommendations from the safeguarding adults process
- reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice regarding confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest
- ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision
- ensure staff and volunteers are given support and afforded protection, if necessary, under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome

5. Responding to people who have experienced or are experiencing abuse

EDNE recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that acting in cases of adult abuse is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Do not start to investigate or ask detailed or probing questions
- Do not promise to keep it a secret

If you witness abuse, or abuse has just taken place, the priorities will be:

- To call an ambulance if required
- To call the Police if a crime has been committed
- To preserve evidence
- To keep yourself and others safe
- To inform your line manager and a Designated Adult Safeguarding Lead
- To accurately record what happened.

All situations of abuse or alleged abuse will be discussed with a Designated Adult Safeguarding Lead. If anyone feels unable to raise their concern with Designated Adult Safeguarding Lead, then concerns can be raised directly with the relevant Local Authority contact (see below).

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral will be made to the relevant Local Authority Safeguarding Board. If the individual experiencing abuse does not have mental capacity to consent to a referral, a best interest decision will be made on their behalf.

In line with Making Safeguarding Personal principles, the EDNE team member and/or Designated Adult Safeguarding Lead should try to seek views from the adult (or an appropriate representative) about what they would like to happen as result of the concern. This will help to inform the safeguarding referral.

The EDNE team member and/or Designated Adult Safeguarding Lead should refer to the relevant Safeguarding Adults Board and may also take advice from other advice-giving organisations such as the Police.

6. Recording and Reporting

EDNE are not safeguarding experts, and it is not our responsibility to determine whether abuse has taken place.

To ensure that information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern. In recording you should confine yourself to the facts and distinguish what is your personal knowledge and what others have told you.

Do not include your own opinions.

All concerns should be recorded accurately on EDNE's Safeguarding Adult at Risk Reporting Form (Documents – Counselling – Safeguarding – Safeguarding Referrals).

7. Police Welfare Checks

The Right Care, Right Person (RCRP) model means that police welfare checks are not a standard part of police responses to concerns for a person's welfare linked to mental health.

At the centre of the RCRP approach is a threshold to assist police in making decisions about when it is appropriate for them to respond to incidents. The threshold for a police response to a mental health or welfare related incident:

- to investigate a crime that has occurred or is occurring;
- or to protect people, when there is a real and immediate risk to the life, or of a person being subject to or at risk of serious harm.

Safeguarding Procedure for all EDNE team members to follow for police welfare checks:

- After discussion with a Designated Safeguarding Lead, EDNE decides that a welfare check is necessary because the concern meets the threshold: "to protect people, when there is a real and immediate risk to the life, or of a person being subject to or at risk of serious harm".
- The person raising the concern will ring the police to ask for a welfare check.
- The call handler will tell you if the concern meets the threshold for a welfare check. If it doesn't, they may direct you to alternative routes for support.
- If the welfare check is declined and the alternative routes for support are not sufficient, the person making the call should ask the call handler for advice about how to escalate the matter and follow advice given with the involvement of EDNE's Designated Safeguarding Lead.
- All actions should be recorded on the safeguarding log in Counselling – Safeguarding on the shared drive.

8. Making a safeguarding adult's referral

All safeguarding adults' referrals should be made to the relevant local authority Safeguarding Board. Contacts can be found in section 12.

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

All documentation should be saved in the Safeguarding Folder on SharePoint once submitted to the relevant Safeguarding Board.

9. Managing an allegation made against a member of staff or volunteer

EDNE will ensure that any allegations made against members or member of staff will be dealt with swiftly.

Where a member of staff/volunteer is thought to have committed a criminal offence the Police will be informed. If a crime has been witnessed the Police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The line manager and/or Designated Safeguarding Lead will liaise with the relevant Safeguarding Adults Board to discuss the best course of action and to ensure that EDNE's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

EDNE has a whistle blowing policy and staff are aware of this policy. Staff will be supported in using this policy.

10. Recording and managing confidential information

EDNE is committed to maintaining confidentiality wherever possible and information around safeguarding adults should be shared only with those who need to know.

All allegations/concerns should be recorded in the Counselling - Safeguarding folder on the shared drive. The information should be factual and not based on opinions: record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection legislation and EDNE's Policy.

11. Disseminating/Reviewing policy and procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to managers, staff, volunteers, service users, carers, and trustees. The Designated Adult Safeguarding Leads will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed annually by EDNE's trustees. The Designated Adult Safeguarding Leads will be involved in this process and can recommend any changes. They will also ensure that any changes are clearly communicated to staff, volunteers, service users and carers. It may be appropriate to involve staff, volunteers, service users and carers in the review.

Signed by the person responsible for ensuring this policy is reviewed and communicated effectively:

A handwritten signature in blue ink, appearing to be 'Anne Fry', with a long horizontal stroke extending to the right.

Anne Fry
Chief Executive, EDNE
November 2025

Step by Step Procedure for Safeguarding Adults

If there is immediate threat to life, phone the emergency services without delay

1. Please ensure you read the full policy document so that you know what to do if a adult safeguarding issue arises.
2. It is your responsibility to pass on safeguarding information if you are the person who has received it.
3. Contact details for all local authority adult safeguarding are at the end of this document.
4. If you have any concerns regarding an adult you are working with, or something is said to you which causes concern, do not take a decision in isolation. Speak with EDNE's Designated Safeguarding Leads or the LADO.
5. Speak to the Designated Safeguarding Leads immediately if there is an adult safeguarding issue. Let either of them know the details of this and whom you will be contacting to pass on the information. Record this on the Reporting Form in EDNE SharePoint folder.
6. The Designated Safeguarding Leads need to know ASAP because they may receive a telephone call in connection with the information you have passed on regarding safeguarding, and they need to be prepared and informed to deal with the caller.
7. If they are not available to speak to in person contact them via email, Microsoft Teams, or their mobile phones.
8. If you find yourself unable to speak to one of them directly leave a message to say there has been a safeguarding issue and who they should contact at EDNE for further details. You may not be at EDNE when they call back so always leave the name of a nominated person who you have given the information to.
9. Do not leave any specific information on anyone's voicemail service. Ensure the written record of the steps you have followed and the information passed on is recorded in the safeguarding folder on SharePoint.

10. Report the incident to the relevant local authority safeguarding contact, following their guidance about how to make a referral.
11. Record the information fully on the Safeguarding Adult at Risk Reporting Form in SharePoint and make the referral as instructed.
12. You should record what you did with the information, who it was passed to at the local authority, their job title and contact details where relevant, and any other relevant details, on the form.
13. We take safeguarding matters very seriously and fully appreciate the process of safeguarding issues may affect you. Consequently, it is important that you remember your own self-care and in so doing you may decide to de-brief what has happened. The Safeguarding Leads at EDNE are here to support you so please ensure you get the support you need before you leave EDNE.
14. All safeguarding issues should be talked through in clinical supervision. However, if you are not due to have supervision soon after the incident and depending upon how you feel, you may need or want additional support, therefore please contact your Clinical Supervisor to arrange supervision ASAP.
15. Be aware that safeguarding reporting is still subject to Data Protection and the 7 'golden rules of safeguarding' which are available at https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1062969/Information_sharing_advice_practitioners_safeguarding_services.pdf

Adult Services Safeguarding Contacts (Professional Referrers)

Newcastle

<https://www.newcastlesafeguarding.org.uk/report-a-concern/>

Phone: 0191 278 8377 (Monday-Friday, 8am-5pm) Mobile: 07968 474 891 (text only)

Email:

ASCPadmin@newcastle.gov.uk

Phone: 0191 278 7878 (Out of hours)

North Tyneside

<https://www.ntsab.org/are-you-worried-about-an-adult>

Phone: 0191 643 2777 (office hours)

Phone: 0330 333 7475 (out of hours)

South Tyneside

<https://www.southtyneside.gov.uk/article/13750/How-to-report-a-concern>

Phone: 0191 424 6000 (Let's Talk Team, 8:30 am- 5pm Monday to Thursday, 8:30 am- 4:30 pm Friday)

Phone: 0191 456 2093 (Out of hours)

Northumberland

<https://www.northumberland.gov.uk/Care/safeguarding.aspx> Phone: 01670 536 400
safeguardingreferrals@northumberland.gov.uk

Durham

<https://www.safeguardingdurhamadults.info/article/18047/Concerned-about-an-adult->

Phone: 03000 267 979 (24 hours)

Darlington

<https://www.darlington-safeguarding-partnership.co.uk/professionals/working-with-adults/worried-about-an-adult-how-to-report-a-concern/>

Phone 01325 406111

Gateshead

<https://www.gateshead.gov.uk/article/4804/Abuse-and-neglect>

Phone: 0191 433 7033 (24 hours a day, 7 days a week)

Sunderland

<https://www.sunderland.gov.uk/article/27575/Worried-about-someone>

Online Safeguarding Adults Concern Form

Tees Valley – Teesside Safeguarding Adults Board

<https://www.tsab.org.uk/report-abuse/>

Police

Phone: 101

Emergency – Immediate risk Call: 999

(ends)