Find Support in your area

- Discriminatory & Organisational Abuse
- Domestic Violence
- Financial or Material Abuse
- Modern Slavery
- Neglect & Acts of Omission
- Psychological Abuse
- Self-Neglect
- Sexual Abuse

Map locations: Hartlepool, Billingham, Stockton-on-Tees, Redcar, Saltburn, Middlesbrough, Guisborough

The Teeswide Safeguarding Adults Board's website maps relevant support services by strand of abuse and by each individual Borough across Tees. This is reviewed and updated periodically, although it is not intended to be a definitive source of information for all service providers: https://www.tsab.org.uk/find-support-in-your-area/

Adult Social Care Teams

Hartlepool Borough Council	01429 523 390
Middlesbrough Borough Council	01642 065 070
Redcar & Cleveland Borough Council	01642 771 500
Stockton-on-Tees Borough Council	01642 527 764
Evenings and Weekends	01642 524 552

Leaflets & Posters

The Teeswide Safeguarding Adults Board has a range of resources including a Protecting Adults from Abuse and Neglect leaflet which has been translated into several foreign languages. These resources are available here: https://www.tsab.org.uk/professionals/posters/

Teeswide Safe Place Scheme
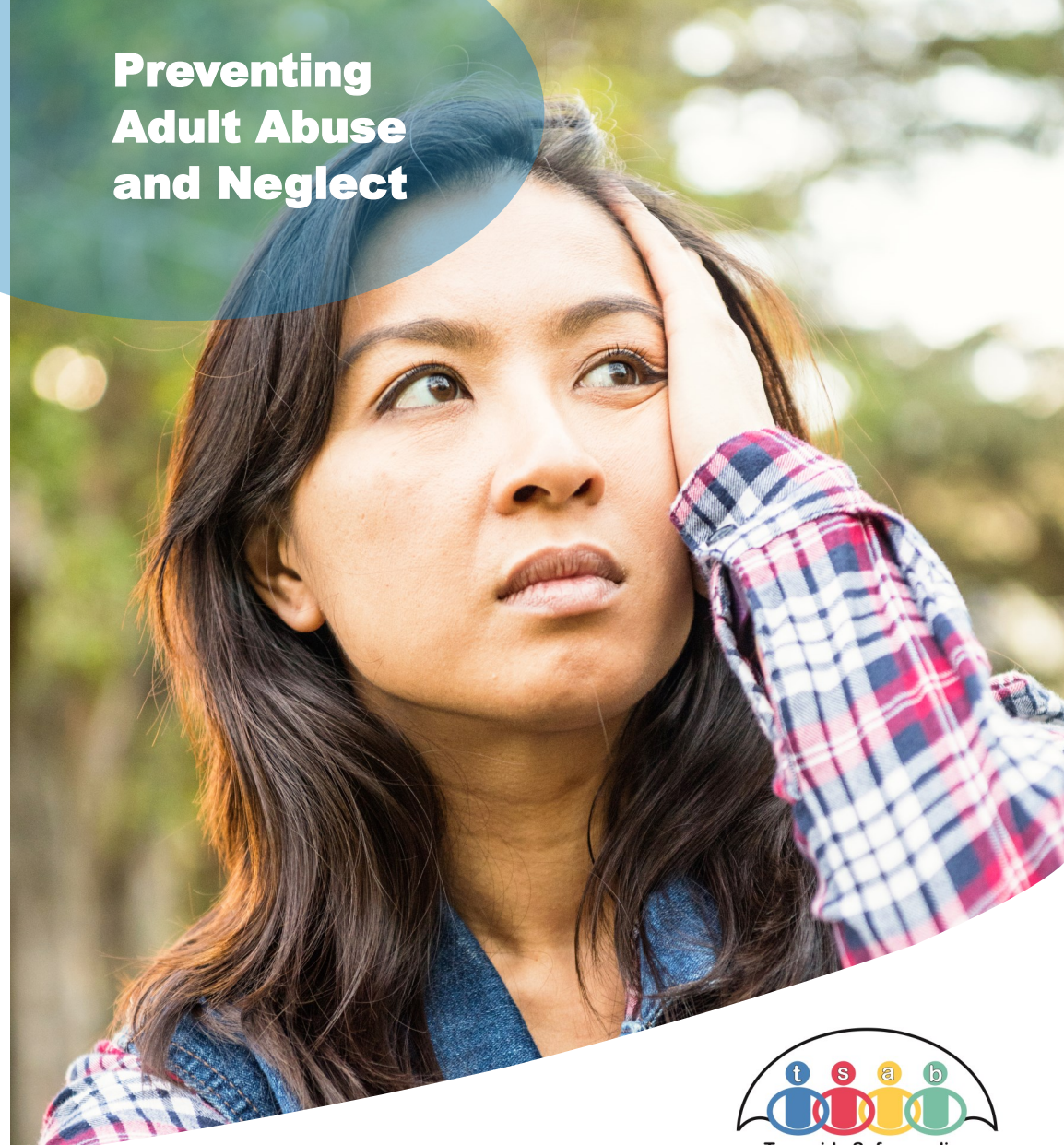
MAKING OUR COMMUNITY A SAFE PLACE

Safe Place Scheme locations are venues in the community where people who need extra support can go if they need some help. This 'help' can range from a phone call to home, or help with reporting abuse.

The idea is that more vulnerable people can use the venues if they are feeling unsafe. Many who benefit from the scheme never actually use them, but the existence of them allows people to feel safer, and go out and about more (live more independently). More information and an interactive map of locations can be found here:https://www.tsab.org.uk/key-information/find-support-in-your-area/safe-place-scheme/

Updated December 2022

Preventing Adult Abuse and Neglect

t s a b
Teeswide Safeguarding Adults Board

www.tsab.org.uk

Ensuring our safeguarding arrangements will effectively prevent and respond to adult abuse

Whole Community Approach to the Prevention of Abuse

This leaflet is designed to help professionals understand how they can play an active role in the prevention of adult abuse, in the context of highlighting the need to improve engagement with ethnic minority groups in Tees. The following points summarise the whole community approach:

Improve Public Awareness
This can be achieved by helping to support awareness raising campaigns and signposting adults to appropriate sources of information.

Identify Adults who may be at Increased Risk
There are many factors which might increase the risks of adult abuse and neglect including: older age; physical, mental, sensory, learning or cognitive illness or disability; and having to rely on others for health and social care support.

Identifying & Responding Effectively to Abuse
Organisations and individuals working to improve their understanding and early identification of the different types of adult abuse, so that an effective response can be achieved in conjunction with the adults views and wishes.

Consistent & Widespread Application of Policies & Procedures
It is important for organisations delivering services to adults to have appropriate policies and procedures which are developed in line with guidance from the Teeswide Safeguarding Adults Board, and embedded into the practice of all professionals.

Focus on Equality & Narrowing Inequality
Adults from an ethnic minority background are less likely to be engaged with statutory services across Tees. All professionals can help to improve reporting and equal access to protective services.

Help Adults to Protect Themselves
Every organisation delivering services within the health and social care sector can identify ways in which they can help to inform, and support adults in protecting themselves from abuse and neglect.

Provide Information, Advice & Advocacy
Individual organisations will know the communication needs of their client groups, and as such are best placed to provide adult safeguarding information in the most appropriate formats, methods and languages.

Provide Access to Training & Education
Organisations have a responsibility to provide access to up to date and relevant adult safeguarding training for their staff and volunteers.

Support Broader Wellbeing Strategies
There is a clear link between the prevention of adult abuse and broader health and wellbeing strategies, including the reduction of social isolation and loneliness. Organisations can help to engage adults in these type of strategies, which will also indirectly help to prevent adult abuse.

Sexual Abuse & Exploitation can include:

- Pressuring or forcing someone to do something sexual
- Touching someone sexually without their consent
- Unwanted sexting - sending sexually explicit texts or images without consent
- Engaging in sexual acts with someone who is too drunk or intoxicated to give consent
- Engaging in a sexual cat with someone who is asleep or unconscious
- Having sex with someone who does not have the capacity to understand the situation

Sexual Assault Referral Centre (SARC) Tel: 0330 223 0099 to speak with a crisis worker

The SARC provides 24 hour crisis intervention and support for individuals 365 days a year, with dedicated specially trained staff who are able to explain and discuss the options, providing a sensitive and dedicated service that meets the needs of Victims of Rape and Sexual Assault.

Modern Slavery & Human Trafficking
The Home Office estimated that in 2021 there were over 12,000 potential victims of modern slavery in the UK. Modern slavery is an umbrella term, encompassing human trafficking, slavery, servitude and forced labour. It is important that professional know how to recognise the signs and how to respond to this issue effectively. More information and training is freely available via the Teeswide Safeguarding Adults Board's website: https://www.tsab.org.uk/

Making Safeguarding Personal (MSP)
Making Safeguarding Personal is an initiative which aims to develop a person-centred and outcomes focus to safeguarding work in supporting people to improve or resolve their circumstances. MSP is applicable to all agencies working with adults in relation to safeguarding, including those at the initial stages of a safeguarding concern being identified. MSP seeks to achieve a personalised approach enabling safeguarding to be done with, and not to people, utlising a person-centred practice rather than 'putting people through a process.

All Professionals Can Play a Part in the Following Ways

Providing Personalised Information and Advice: All professionals can help to outline the options that are available in relation to protecting adults and preventing abuse and neglect, as people cannot make decisions about their lives unless they know what the options are.

Supported Decision Making and Freedom from Undue Influence: Supported decision making focusses on the outcome the person wishes to achieve, what is working in their lives and what is not.

Advocacy and Involvement: Supporting adults to review options, decide upon outcomes, and participate in discussions and decision-making.

Developing your Organisational Culture: All professionals can help to provide leadership, and influence the development of strategy, policies, procedures and training, as well assist in embedding adult safeguarding practice.

General Prevention Information

As many incidents of adult abuse are repetitive in nature, supporting and encouraging adults who may be unable to protect themselves to report abuse, can be a crucial way to prevent further instances from occurring. Assisting the more vulnerable to stay active within their local communities is also important, as preventing social isolation may also help to prevent abuse.

Top Tips to Help Prevent Financial & Material Abuse

- Develop an 'estate plan' for the eventuality that a family member cannot manage.
- Check that large amounts of cash are not being kept in the home.
- Ensure elders are accompanied to meetings with financial advisors.
- Seek financial advice and support.
- Set up a Lasting Power of Attorney (LPA).
- Put a 'no cold callers' sign on the door.
- Stop junk mail and unwanted telephone calls.
- Only ever use reputable, recommended builders.

Domestic Abuse

The Domestic Abuse Act 2021 creates a statutory definition of Domestic Abuse based on the existing cross-government definition. 'Abusive behaviour' is defined in the act as any of the following: physical or sexual abuse, violent or threatening behaviour, controlling or coercive behaviour, economic abuse, psychological, emotional or other abuse. For the definition to apply both parties must be over 16 and 'personally connected'.

https://www.legislation.gov.uk/ukpga/2021/17/contents/enacted

Domestic Violence Disclosure Scheme
(also known as Clare's Law)

The Domestic Abuse Act 2021 allows a statutory status for Clare's Law. Under the scheme an individual can ask Police to check whether a new or existing partner has a violent past. This is the **'right to ask'**. If records show that an individual may be at risk of domestic violence from a partner, the Police will consider disclosing the information if it is legal, proportionate and necessary to do so. **'Right to know'** enables an agency to apply for a disclosure if the agency believes that an individual is at risk of domestic violence from their partner. The Police can release information to the individual considered to be at risk if it is lawful, necessary and proportionate to do so.

Domestic Violence Protection Notices & Orders (DVPN/DVPO)

A power which enables the Police to apply to the Court for an order in an attempt to provide a level of protection to a victim in the immediate aftermath of an incident involving domestic abuse. The order can include conditions preventing the perpetrator from returning to a residence and from having contact with the victim for up to 28 days, allowing the victim time to consider their options and obtain support.

Neglect & Acts of Omission

The failure of any person who has responsibility for the charge, care or custody of an adult at risk, to provide the amount and type of care that a reasonable person would be expected to provide. Neglect can be intentional or unintentional.
Medication errors in hospitals and care homes is linked to Neglect and Acts of Omission. Audits and other existing management processes will help to prevent further instances from occurring, as well as improving awareness of changes to legislation, guidelines and good practice. Local guidance is provided on the TSAB website: https://www.tsab.org.uk/key-information/policies-strategies/

Cultural Competence

Cultural competence is a key aspect of professional practice which describes the knowledge, values and skills required to work in an inclusive manner that reflects the diversity of our local communities across Tees. To achieve this there are three key attributes that professionals need:

1. **Knowledge and understanding of:**

a. Your own culture

b. Any culture bias you may have

c. The concept of culture and how this can affect beliefs and behaviours

d. Specific cultural knowledge.

2. **A range of values and attitudes, including a commitment to:**

a. Valuing individuality and the role which culture plays in this

b. Respecting individuality and the role which culture plays in this.

3. **A range of skills including:**

a. Culturally competent communication

b. Culturally competent assessment

c. Culturally competent delivery of person-centred care.

Professionals should consider any gaps in their knowledge and development needs in relation to this subject. These resources provides a further useful insight into this subject:
https://www.e-lfh.org.uk/programmes/cultural-competence/
https://www.childrenssociety.org.uk/youngcarer/engage-toolkit

Ethnic Minority Communities & Languages Across Tees
There are a wide variety of community groups living across the Tees area which could be defined by number of factors including race, ethnicity, religion, language and culture. Ethnicity and language are individual characteristics and should not be confused or combined. 96.6% of people living across Tees identified English as their first language in the 2021 Census.

Largest Ethnic Minority Communities	Most Common Non-English Languages
1. Asian Pakistani	1. Arabic
2. Asian Indian	2. Polish
3. Chinese	3. Urdu
4. Polish	4. Punjabi

Understanding Faiths & Belief Backgrounds

In the 2021 census the following were the most commonly recorded religions across Tees:

Christianity	50.7%
(Islam) Muslim	3.9%
Hinduism	0.42%
Sikhism	0.27%
Buddhism	0.25%

37.2% of the population also recorded themselves as having no religion, and as such it is important to recognise and respect non-belief. Within many of the major world religions there are also other denominations inside the wider faith, and it is important not to stereotype religion linked to culture and identity, for example there are Asian Pakistani Christians.

Christianity
There are not any specific customs to be aware of, except for generally being respectful.

Islam (Muslim)
Observant Muslims pray five times a day and are required to cover the body, and therefore dress modestly. You may also choose to dress accordingly when you visit a Muslim's home to respect these values. In most Muslim homes people will remove their shoes before entering, which is a cultural and religious issue linked to the need for cleanliness. In many households unmarried men and women will not congregate in the same room and private conversation may be frowned upon, and although these conventions may not strictly apply to non-Muslim visitor's, professionals should be sensitive to them.

Hinduism
It is respectful to remove your shoes before entering a person's home. Worship in the home is an important ritual and many homes contain a room with a shrine, so do not enter this room or touch the shrine without permission. You may offer to cover your head and dress modestly.

Sikhism
Before entering a Sikh person's home it is respectful to offer to remove your shoes and cover your head. The family may keep a copy of the Sikh holy book, the Guru Granth Sahib, in a special room in the house. Never enter this room without an invitation.

Buddhism
It is again respectful to remove your shoes before entering a Buddhist person's home and many homes contain a room with a shrine for meditation. Do not enter this room or touch the shrine without permission from your hosts, and once in the room, do not turn your back to the shrine. Many Buddhists also dress modestly so it is good practice to respect this and refrain from wearing shorts or sleeveless tops.

More detailed information for professionals on religion is available here:

https://www.equalityhumanrights.com/en/advice-and-guidance/religion-or-belief-discrimination

Cross Cultural Communication

Greetings

In some cultures people commonly greet each other with kisses, although some communities may find any physical contact, including the offer of a handshake unusual or unwelcome, and especially across genders. However, a warm but formal introduction is universally appropriate.

Gestures

Use of non-verbal communication such as hand movements and gestures, and general use of body language differ from one culture to another. It is important to be aware of this and the

different signals that this can give across cultures.

Eye-Contact

In some cultures it maybe the norm for people to lower or adjust their gaze and face away when talking to someone of the opposite sex, when showing respect for an older person, or someone perceived to be in a more influential position.

Dress Code

There are noticeable cultural differences in levels of formality in relation to dress, which may also link to the dress code requirements of a person's faith. In some Asian cultures women in particular may dress very modestly, which may overlap with verbal and non-verbal communication factors.

Time

Attitudes towards the use of time can vary, and in many African, Asian and Middle Eastern cultures there can be a longer-term orientation and fluid perception of time. This may mean that being precisely on time is not seen as essential, and being late is not viewed as unacceptable or rude. In the UK there is generally a short-term orientation or perception towards time, which may mean that professionals have to check the understanding of individuals they are working with, and reinforce the importance of attending scheduled meetings and for punctually.

Social Interaction

Modes of social interaction can differ significantly across cultures, were in one it may be culturally acceptable or the norm to be loud and boisterous, in others it may be more likely that individuals will be reserved and quieter. Similarly, it may be customary to wait for a pause in conversations before speaking, but in others accepted that people will talk across each other.

Context of Communication

A broader framework for inter-cultural awareness can be encapsulated in the context in which people communicate in general, which can be described as either low or high. In low context cultures there is a lack of non-verbal elements and the verbal message is very explicit and clear. Conversely, in high context cultures non-verbal language is more commonly used and the verbal message is indirect and the person may talk around the point. There is also a link to proximity or territoriality with people from high context cultures more likely to be happy to stand close and share the same space as someone else, than a person from a low context background who would value their own private space more.

More detailed information is signposted here:
https://en.wikipedia.org/wiki/High-context_and_low-context_cultures