



Teeswide Safeguarding Adults Board Safeguarding Champions Induction Pack

Welcome

Dear Safeguarding Champion,

I am delighted to welcome you to the Teeswide Safeguarding Adults Board's (TSAB) Safeguarding Champions initiative and thank you for taking on this very important role.

This induction pack has been developed to provide new Safeguarding Champions with an introduction to their role and to provide an overview of how you can actively contribute to the work of the Board.

The Care Act 2014 requires that the TSAB has assurance that local safeguarding arrangements are in place and that partner agencies act appropriately to protect adults from abuse and neglect. However, the Board also focuses on developing ways of raising awareness and preventing harm. As a Safeguarding Champion you will play a key part in preventing and responding to abuse and neglect.

Safeguarding Champions will receive a quarterly e-bulletin which will provide up to date information about the work of the Board, links to new/updated safeguarding policies, procedures and guidance as well as upcoming awareness campaigns and training opportunities that will help you to fulfil your role as a Safeguarding Champion.

Thank you for joining us and I hope that you find this induction pack useful.

Darren Best

TSAB Independent Chair

A handwritten signature in black ink, appearing to read 'Darren Best'.



Safeguarding Champions

The TSAB Safeguarding Champions initiative builds on the skills and knowledge of professionals who work with or have contact with adults who have care and support needs. Safeguarding Champions can use their unique position to communicate important safeguarding messages across their organisations and local communities, especially to those who are isolated, marginalised in society or those who can't easily access technology or the internet (digitally excluded). Safeguarding Champions can signpost individuals to access health, wellbeing and social care services, and help to share accurate information about adult safeguarding within their local communities.

'Safeguarding is Everyone's Business'

If you see or suspect abuse or neglect you should report it

'See It, Report It!'

What is a Safeguarding Champion?

A person who works within the Tees area who:

1. Understands what adult safeguarding is
2. Understands the different types of abuse and neglect and knows how to spot the signs of abuse and neglect
3. Knows how to report any Safeguarding Concerns and offers safeguarding advice to colleagues, service users/customers, families and carers
4. Raises awareness with others on recognising and reporting adult abuse or neglect
5. Helps connect local people to a range of health and wellbeing services including signposting to safeguarding teams where appropriate
6. Shares TSAB e-bulletins, newsletters and social media posts amongst their networks and acts upon any relevant information which applies to them or their organisation
7. Reads and shares learning from Safeguarding Adult Reviews (SARs), Learning Lessons Reviews (LLRs) and considers the learning from their organisation's perspective to prevent similar instances occurring
8. Shares and learns from good practice as well as learning from 'near misses' or single agency instances/concerns linked to abuse or neglect
9. Ensures that their organisation has robust adult safeguarding policies, procedures and guidance in place and is aware of TSAB's Inter-Agency Safeguarding Adults Policy, Procedure and Decision Support Guidance
10. Listens to the people they support and provides relevant feedback to TSAB that can help inform future safeguarding priorities and practice.

A Safeguarding Champion will also apply the principles of Making Safeguarding Personal (MSP) within their daily practice.

Who can be a Safeguarding Champion?

The intention of the Safeguarding Champions initiative is to broaden TSAB's reach in order to share key safeguarding messages far and wide; to improve general awareness of safeguarding and how people can access support. Anyone who works with or comes into contact with adults who may have care and support needs can be a Safeguarding Champion. Some examples are listed below (this list is not exhaustive):

- Voluntary and Community Sector Organisations / Faith Group Leaders
- Housing
- GPs / Pharmacies / Dentists
- Care Providers / Supported Living Services / Day Services / Carer Support Services
- Domiciliary Care / District Nurses
- Emergency Services
- Advocacy Services
- DWP
- Health Trusts
- Banks
- Education
- Local Authority
- Supermarkets / Libraries / Leisure Centres / Community Centres

What is Adult Safeguarding?

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect.

The safeguarding duty under the Care Act 2014 applies to any adult 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.

Adult abuse can happen to anyone who is over 18. However, adults may be at 'greater risk' of abuse and neglect if:

- they have a physical, mental, sensory, learning or cognitive illness or disability
- they rely on others for some kind of social care or health support
- they are in receipt of care

Adult abuse can happen anywhere, some examples include:

- Care Homes
- Day Centres
- Hospitals/Health Services
- In a Carer's home
- In the person's own home (including online)
- Public places
- Supported Living arrangements
- Work, College or University

Types of Adult Abuse and Neglect

- **Discriminatory Abuse**
[Discriminatory Abuse](#) Is when someone is treated unfairly or badly because of who they are, this may be because of their gender, race, disability, religion or sexuality.
- **Domestic Abuse**
[Domestic Abuse](#) includes controlling, coercive or threatening abusive behaviour and/or violence between people aged over 16 who have been or are in a relationship or family members.

- **Financial Abuse**

[Financial Abuse](#) includes theft, fraud, scams or pressuring someone in relation to their finances and financial arrangements.

The most common victims of financial abuse are:

- older people living alone
- in receipt of services
- in bad or very bad health
- divorced, separated or lonely
- people with a disability

Sadly, research shows that often those who financially abuse people are often in a position of trust and know the victim, such as a family member. Unfortunately, the elderly or vulnerable are also often targeted for [scams](#).

- **Modern Slavery**

[Modern Slavery](#) includes human trafficking, forced labour, domestic servitude and can have links to sexual exploitation. Modern Slavery is often hidden and it can be difficult to identify, some of the signs that this may be taking place include:

- victims living in cramped, overcrowded accommodation and/or living and working at the same address
- rarely being allowed to travel on their own
- appear unfamiliar with their neighbourhood or where they work.

- **Neglect and Acts of Omission**

A person who has responsibility for the care or custody of an adult with care and support needs who fails to provide the amount and type of care required to meet those needs. [Neglect and Acts of Omission](#) can be intentional or unintentional. Some examples include:

- ignoring medical, emotional or physical care needs
- failing to provide access to appropriate health, care and support
- medication errors or omissions

- **Organisational Abuse**

[Organisational Abuse](#) includes neglect and poor care practice within a specific care setting such as a hospital or care home. It can also include services who provide home care support. Some of the signs of organisational abuse can include;

- run-down or poor facilities, including the standard of heating and ventilation
- misuse of medication
- few or no social or educational activities
- abusive and disrespectful attitudes towards people using services
- discouraging/refusing visits or involvement of relatives, friends or carers

- **Self-Neglect**

[Self-Neglect](#) is someone who neglects their own health and/or their surroundings, this also includes hoarding. Alcohol or drug dependency may lead to or escalate to someone neglecting themselves. Self-Neglect can also involve refusal of medication,

services, treatment, assessments or intervention which could potentially improve their self-care or care of their environment. In cases of Self-Neglect it is important to consider any potential risks to others, e.g. fire risk to neighbours, neglect of children or animals.

- **Sexual Abuse and Sexual Exploitation**

[Sexual Abuse](#) is any type of sexual activity in which a person has not consented, this can include rape, inappropriate touching and sexual harassment. Sexual Exploitation is the sexual abuse of an adult in exchange for attention, affection, food, drugs, shelter, protection, and/or money.

- **Psychological Abuse**

[Psychological Abuse](#) is also known as emotional abuse and includes threats, isolating or excluding someone from family and/or friends, ignoring or mocking the person and/or name calling and yelling. This type of abuse can often be linked to Domestic Abuse, where the perpetrator has significant levels of power and coercive control over the victim.

- **Physical Abuse**

[Physical Abuse](#) is act of violence or force that causes harm to someone else. Some victims may try to cover their injuries in an attempt to hide the abuse due to fear or shame.

- **Other Forms of Exploitation**

There are also other forms of [exploitation](#) that you may need to be aware of such as County Lines, Cuckooing and Grooming.

How to Report a Safeguarding Concern

If someone has care and support needs and you see or suspect that they are being abused or neglected, you should report this to the relevant Local Authority. Please refer to the [TSAB Inter-Agency Adult Safeguarding Procedure](#) and [Decision Support Guidance](#) for more detail on how to submit a Safeguarding Concern and other points for consideration.

If you suspect a crime has been committed, you should contact the police or ring 999 in an emergency. You should also consider if there any other people at risk of harm, for example children. If so, you may also need to raise a concern to [Children Services](#).

A Safeguarding Adults [Concern Form](#) can be completed and emailed to the relevant Local Authority, or alternatively you can contact the relevant Adult Social Care team. If you are unsure about completing the form an exemplar form can also be found using the above link.

If you do not have access to a computer, please do not hesitate to contact your local Adult Social Care team:

Local Authority Area	Email	Tel. Number
Hartlepool	iSPA@hartlepool.gov.uk	01429 523 390
Middlesbrough	adultaccessteam@middlesbrough.gov.uk	01642 065 070

Redcar & Cleveland	AccessAdultsTeam@redcar-cleveland.gov.uk	01642 771 500
Stockton-On-Tees	FirstContactAdults@stockton.gov.uk	01642 527 764
Evenings & Weekends		01642 524 552

Safeguarding Training

To help you to fulfil your role as Safeguarding Champion, we recommend that you complete some of our [e-learning](#) courses or [workbooks](#).

We also have a range of [webinars, training sessions and events](#) which you may find useful.

All of our training is free (although we do have a [Charging Policy](#) for non-completion). Please share any relevant training opportunities with your colleagues.

As part of your role, you may also want to consider some of the following:

- Share your safeguarding knowledge and skills with colleagues and deliver some training sessions yourself
- Arrange drop-in sessions or coffee mornings for service users, family members or carers so that they can seek advice or raise concerns
- Encourage colleagues to sign up to be Safeguarding Champions
- Raise awareness of the resources available within this induction pack.

Support Services Across Tees

There may be times where you need to offer advice or signpost people to support services. Across Tees there are a wide range of specialist services to support victims of abuse and/or neglect. We have a list of services and contact details on our [Find Support in Your Area](#) page of our website. The range of services can be viewed according to the area in which the person lives and the type of abuse they have been or are experiencing.

A full range of organisations is also listed alphabetically on our [Links to Other Organisations](#) webpage.

Please also see our [Carers](#) webpage.

Safe Place Scheme

[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 directions.



If you see the Safe Place Scheme logo in the window of a local venue then they are part of the Safe Place Scheme. Helping to spread the word to vulnerable people about the scheme may enable them to feel more confident to go out and access services in the local community, knowing that help is available should they ever need this.

Other Safe Place Initiatives

There are also a range of other similar initiatives to be aware of such as:

- [Ask ANI](#) (Domestic Abuse support available in pharmacies who display the Ask ANI poster)

- [Safe Spaces](#) and [Safe Spaces Online](#) (Domestic Abuse support available in various venues and online)
- [Bright Sky App](#) (inconspicuous app which provides support and information about Domestic Abuse)
- [Third Party Hate Crime Reporting Centres](#) (venues who offer support to victims of hate crime and forward details onto the police)
- [Dementia Friendly](#) venues who display this logo:



- [Herbert Protocol](#) (initiative to help the police find a vulnerable missing person)

Communication and Engagement

One key aspect of a Safeguarding Champions role is to share safeguarding messages far and wide and to help raise general awareness of safeguarding, particularly to those who are lonely or isolated, part of a minority or marginalised group or those who are digitally excluded.

You can help to raise awareness by:

- Printing/displaying/circulating our [Safeguarding Leaflets and Posters](#)
- Visiting our website www.tsab.org.uk and sharing relevant information with your colleagues
- Following us on social media (Twitter and Facebook) - @TeeswideSAB
- Sharing our social media posts
- Being actively involved in our awareness campaigns
- Sharing TSAB's Safeguarding Champion [e-bulletin](#) and [newsletters](#) and acting upon any relevant information which applies you or your organisation
- Sharing our [Safeguarding Explained](#) videos

You will receive a Safeguarding Champions [e-bulletin](#) every quarter, which will highlight the latest TSAB news and any campaigns you may be able to support with.

We would love to hear your stories and good practice of how you are taking forward your role as a Safeguarding Champion. If you would like to share any safeguarding projects/events you are leading on, please get in touch: tsab.businessunit@stockton.gov.uk

Learning from Safeguarding Adult Reviews (SARs) or Learning Lessons Reviews (LLRs)

The purpose of a learning review is to determine what agencies and individuals involved in a case might have done differently that could have prevented harm or death. This is so that lessons can be learned and applied to future cases to prevent similar harm occurring again.

The Care Act 2014 sets out the criteria for a SAR as follows:

(a) there is reasonable cause for concern about how the TSAB, its members or organisations worked together to safeguard the adult
and

(b) The adult died and the TSAB knows/suspects this was as a result of abuse or neglect
or

(c) The adult is still alive but the TSAB knows or suspects the adult has experienced serious abuse/neglect, sustained potentially life threatening injury, serious sexual abuse or serious/permanent impairment of health or development

It is important that everyone reflects on the learning from these serious cases and applies the learning to their own individual practice as well as from an organisational perspective.

Safeguarding Champions should also consider internal reviews, to recognise and learn from good practice and compliments as well as learning from 'near misses', complaints or single agency issues/concerns identified linked to abuse or neglect.

All published learning reviews can be found here:

- [Local Learning Reviews](#)
- [Regional and National Reviews](#)

Policies, Procedures, Practice and Guidance

All of the Board's [Policies and Procedures](#) are hosted on the TSAB website and are listed alphabetically. Please take time to have a look at what is available and relevant to you and your organisation.

If your organisation does not have a Safeguarding Adults Policy, you may want to consider using our '*Safeguarding Adults Single Agency Policy Template*' which can be amended to suit your organisation.

Making Safeguarding Personal

[Making Safeguarding Personal](#) (MSP) 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 and make their own decisions.

In your role as Safeguarding Champion, you will need to incorporate the principles of Making Safeguarding Personal within your practice.

Every year the Board undertakes a survey which is shared with professionals and members of the general public. You will help to share the survey far and wide to gain as many people's views as possible with a particular emphasis on seeking the views of service users and carers.

We also actively encourage Champions to listen to service users, family members and carers and to feedback to the Board any relevant information that may help to develop future safeguarding priorities which in turn will improve safeguarding practice across Tees.

Pledge

As a new Safeguarding Champion, we recommend that you complete the following:

1. I have registered for [e-learning](#) and completed the Safeguarding Adults Level 1 course (or completed the equivalent [training workbook](#))
2. I have shared the links to e-learning and workbooks with colleagues
3. I have printed, displayed and emailed the [Safeguarding Adults Leaflets and Posters](#) so that colleagues, service users and families know how to report abuse or neglect
4. I have informed my colleagues that I am a Safeguarding Champion so that they know to contact me for advice regarding safeguarding matters
5. I have followed **@TeeswideSAB** on social media to keep up to date with the latest safeguarding news.

If you know anyone who would like to be a Safeguarding Champion, please feel free to share our [recruitment poster](#) and ask them to email tsab.businessunit@stockton.gov.uk to sign up.

Thank you