



Safeguarding Adults Policy 2026

Contents

1. Statement of Policy
2. Legal Context
3. Terminology
4. Key Principles
5. Capacity and Consent
6. Staff and Volunteers Outside Their Role
7. Complaints
8. Health and Safety
9. Training
10. Contact Details
11. Review
12. Approval
13. Appendix 1: Categories of Adult Abuse
14. Appendix 2: Care Act Principles
15. Appendix 3: Risk Threshold Tool
16. Appendix 4: Responding to Abuse or Neglect
17. Appendix 5: Useful Contacts

1. Statement of Policy

Integrating is committed to preventing, identifying and responding to concerns about the abuse, neglect or ill-treatment of adults who may be at risk of harm. This responsibility sits alongside the organisation's duty to safeguard children and young people.

Under the Care Act 2014 and the Care and Support Statutory Guidance (2018), all organisations have a legal obligation to recognise and report adult safeguarding concerns promptly and appropriately.

Everyone employed by, volunteering for, or working on behalf of Integrating must:

- recognise potential indicators of abuse or neglect
- know how to respond when safeguarding concerns arise
- understand the standards of behaviour and conduct expected of them

An adult at risk is any person aged 18 or over who may be unable to protect themselves from abuse or neglect due to their circumstances. Vulnerability is often situational and may be temporary or ongoing.

This policy must be read alongside:

- Integrating's Safeguarding Policy
- Durham Safeguarding Adults Threshold Guidance
- Reporting Abuse – Durham Safeguarding Adults

2. Legal Context

Adults at risk may have care or support needs that increase their exposure to harm. Abuse can have long-lasting effects on physical, mental, emotional, social and spiritual wellbeing.

The Care Act 2014 establishes the legal framework for safeguarding adults, including duties of local authorities and partner organisations. The Act's wellbeing principle requires that an individual's wellbeing is central to all decisions.

The Care and Support Statutory Guidance (2018) provides detailed expectations for safeguarding practice.

3. Terminology

Adult at Risk

A person aged 18 or over who is at risk of abuse or neglect because of their care and support needs.

Adult at Risk of Harm

A person whose exposure to harm may be increased by personal characteristics and/or life circumstances.

Adult in Need of Protection

A person aged 18 or over who is unable to protect their wellbeing, property, rights or interests, and where another person's actions or inaction is causing or likely to cause harm.

Safeguarding

All activity undertaken to protect adults at risk from abuse, harm, ill-treatment and neglect.

Abuse

Abuse may be physical, emotional, sexual, financial, discriminatory, organisational or neglectful.

4. Key Principles

Integrating's safeguarding approach is grounded in:

- **Equal Protection** – all adults have the right to protection from harm.
- **Best Interests of Children** – where adults have children, their best interests remain paramount.
- **Care Act Principles** – empowerment, prevention, proportionality, protection, partnership and accountability.
- **Clear Communication** – concerns and actions are recorded transparently.
- **Partnership Working** – collaboration with adults, carers, families and agencies.
- **Concerns About Staff or Volunteers** – allegations are managed sensitively and lawfully.

5. Capacity and Consent

The Mental Capacity Act 2005 provides the legal framework for decision-making on behalf of people who lack capacity. Capacity is decision-specific.

Staff must:

- presume capacity unless proven otherwise
- support individuals to understand information
- use preferred communication methods
- seek advice if unsure about capacity

Assessing Capacity

Consider whether the person:

- understands the question
- engages in discussion
- can explain the issue in their own words
- understands risks and benefits
- can weigh options and express a consistent view

Emergency Situations

If someone is in immediate danger, staff must contact emergency services and notify the Project Manager.

6. Staff and Volunteers Outside Their Role

Staff and volunteers may become aware of safeguarding concerns in their personal lives. They must report concerns directly to the local authority or police. It is never acceptable to take no action.

7. Complaints

Integrating is committed to high-quality service delivery. Complaints are taken seriously and managed in line with the Complaints Policy.

8. Health and Safety

Integrating's Health and Safety Policy is held at the charity's office and available upon request.

9. Training

Mandatory safeguarding training is completed on induction and refreshed every two years.

Job Role	Training	Date of Last Training
Project Manager / DSL	Safeguarding Adults – Managing the Concern; Prevent Duty Awareness	2023–2024
Senior Support Worker	Safeguarding Adults Level 1; Safeguarding Adults Level 2	On induction

10. Contact Details

Role	Name	Telephone
Trustee Responsible for Safeguarding	Carole Lee	07772 662568
Chairperson of Trustees	Richard Taylor	07791 800324
Project Manager	David Gaudie	07889 575814

11. Review

This policy will be reviewed every two years or sooner if required.

12. Approval

Approved: 20 January 2025

Version: V1.2 (12.09.26)

Next Review: September 2027 or earlier if required.

Appendix 1: Categories of Adult Abuse

Abuse and neglect may include:

- **Physical Abuse** – assault, hitting, slapping, misuse of medication.
- **Domestic Abuse** – controlling, coercive, threatening behaviour.
- **Sexual Abuse** – sexual activity without consent.
- **Psychological Abuse** – intimidation, coercion, humiliation.
- **Financial Abuse** – theft, fraud, coercion.
- **Modern Slavery** – trafficking, forced labour.
- **Discriminatory Abuse** – harassment or unfair treatment.
- **Organisational Abuse** – poor care practices.
- **Neglect** – failing to meet basic needs.
- **Self-Neglect** – extreme lack of self-care or unsafe living conditions.

Patterns of abuse may be serial, long-term or opportunistic.

Appendix 2: Care Act Principles

The Care Act 2014 sets out six statutory principles:

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

Appendix 3: Risk Threshold Tool

The Risk Threshold Tool supports decision-making by helping practitioners assess:

- level of harm (low to critical)
- likelihood of harm (unlikely to imminent)
- contextual factors (support networks, environment, coercion)

Staff must record rationale clearly and consult the Team Leader or Project Manager when uncertain.

Appendix 4: Responding to Abuse or Neglect

Immediate Danger

Call **999**.

Reporting Concerns

Contact **Social Care Direct** (24 hours): **03000 267 979**.

Modern Slavery

Report concerns to the police via **101**.

Health Settings

Report concerns to a member of staff immediately.

Appendix 5: Useful Contacts

Local adult safeguarding contacts – County Durham

Durham County Council – Adult Safeguarding

Primary contact for reporting abuse or neglect of an adult in County Durham.

Contact method	Details
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Safeguarding telephone	03000 267 979
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Availability	24 hours a day, 7 days a week
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Email	scd@durham.gov.uk
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Online information	Durham Adult Safeguarding Procedures
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You can use this service to raise concerns about an adult who may be experiencing abuse, neglect or exploitation. The contact number is available around the clock.

Other local contacts

Organisation	Contact details	Purpose
Durham Constabulary	999 emergency / 101 non-emergency	Reporting suspected criminal abuse, assault, threats or exploitation
Durham Safeguarding Adults Partnership	03000 263 593	Partnership information and safeguarding resources
Durham County Carers Support	03000 050 1213	Advice and support for unpaid carers
Age UK County Durham	0191 386 3856	Information and support for older people

Durham Constabulary works with social care and other agencies to investigate suspected abuse and protect adults at risk. The carers and Age UK contacts are local organisations that may also help people access support.

Official websites:

- [Durham Constabulary – Adult and Elder Abuse](#)
- [Durham Safeguarding Adults Partnership](#)

2. National adult safeguarding and support organisations

The following organisations provide specialist support across England or the UK. Some support victims directly, while others provide information, advocacy or help finding appropriate services.

General abuse, crime and older-person safeguarding

Organisation	Contact details	Support provided
Hourglass	0808 808 8141 (24/7)	Abuse, neglect and exploitation of older people; support for victims, families and concerned professionals
Victim Support	0808 16 89 111 (24/7)	Confidential support for victims of crime, including abuse, whether or not it has been reported
Mencap	020 7454 0454	Safeguarding information and support relating to people with a learning disability
The Survivors Trust	08088 010 818	Information and support for survivors of sexual violence and abuse

Hourglass also offers a text service on 07860 052906 and email support at helpline@wearehourglass.org.

Domestic abuse and coercive control

Organisation	Contact details	Support provided
Refuge – National Domestic Abuse Helpline	0808 2000 247 (24/7)	Domestic abuse support, safety planning and refuge options
Men's Advice Line	0808 801 0327	Confidential support for male victims of domestic abuse
Galop	0800 999 5428	Support for LGBT+ people experiencing domestic abuse, violence or abuse related to sexuality or gender identity
Karma Nirvana	0800 5999 247	Support for victims of honour-based abuse and forced marriage

These services can be contacted by victims themselves or, in many cases, by someone concerned about a friend, relative or another adult.

Sexual abuse, historical abuse and specialist support

Organisation	Contact details	Support provided
Rape Crisis England & Wales	0808 500 2222 (24/7 support line)	Confidential support for people affected by sexual violence
NAPAC	0808 801 0331	Support for adults affected by childhood abuse, including historical abuse

Organisation	Contact details	Support provided
Safeline	0808 800 5005	Specialist support for male survivors of rape and sexual abuse

These services offer different forms of emotional support, information and referral.

3. Useful national safeguarding guidance and resources

- [GOV.UK – Report domestic abuse](#) — National guidance on reporting domestic abuse and accessing support.
- [NHS – Sexual assault referral centres \(SARCs\)](#) — Find specialist medical and emotional support following sexual assault.
- [Hourglass – Support services](#) — Helpline, text support and information for older people experiencing abuse.
- [Victim Support](#) — Confidential crime-related support and online resources.