

# Safeguarding Adults at Risk Policy and Procedure

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Ampleforth Abbey Trust, St Laurence Education Trust, Ampleforth Abbey Trading Ltd.

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<b>Person responsible for Policy</b>	<b>Jim Hopkinson Director of Safeguarding</b>
<b>Ratified by</b>	<b>Ampleforth Abbey Trust St Laurence Education Trust Ampleforth Abbey Trading Ltd</b>
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## Policy: At a glance

- This policy is about safeguarding adults at risk. It explains how to work together to ensure this is done well and gives guidance on what to do if anyone has a concern.
- The policy applies in relation to adults at risk on the Ampleforth site and those offsite who are involved in an activity for which an Ampleforth organisation has responsibility.

- All staff (including independent contractors), monks, volunteers, trustees and students should follow the policy.
- The policy does not apply to safeguarding any Ampleforth College, Ampleforth students, or any other child under 18.

## **Safeguarding Adults at Risk Policy and Procedure**

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## Safeguarding Adults at Risk Policy

### **1. Introduction/Purpose**

- 1.1. The Benedictine order has a long tradition of both an educational and hospitality apostolate and we believe that every person coming into contact with Ampleforth should be safe and protected from any form of harm or abuse, and the fear or risk of harm or abuse.
- 1.2. Ampleforth Abbey Trust ("AAT"), St Laurence Education Trust ("SLET") and Ampleforth Abbey Trading Limited ("AATL") (together "us", "our", "we" or "the organisations") are committed to keeping adults at risk safe and we require everyone who comes into contact in our name with adults at risk to share this commitment.
- 1.3. Our safeguarding commitments are set out in the Ampleforth Safeguarding Charter, which enshrines our commitment to safeguarding and is the standard by which all our work should be measured.
- 1.4. In particular, we recognise that a number of our beneficiaries and those who come onto or live on the Ampleforth site are adults at risk. This policy also applies to those members of the monastic community who live outside Ampleforth. This policy therefore sets out our commitments to safeguarding and promoting the welfare of adults at risk who are our beneficiaries or come into contact with us or someone affiliated to us.

### **2. Scope**

#### **Who needs to know and apply it?**

- 2.1. The policy applies to all the Ampleforth community, including but not exclusively, Trustees, employees, all independent contractors who carry out work on the Ampleforth site, the monastic community, students and volunteers.
- 2.2. In particular, the policy should be read and understood by all who come into contact with adults at risk, for example through their involvement with the monastery infirmary, through engaging with visiting groups that include adults at risk, or by working with adults at risk off the Ampleforth site on activities for which Ampleforth is legally responsible.

#### **Where does it apply?**

2.3. On the Ampleforth campus (including the monastery and school sites) and in relation to Ampleforth activities in the wider community (save where a local safeguarding policy, such as a Diocesan safeguarding policy applies a higher standard).

### **3. Definitions**

#### **Who is an 'Adult at risk'?**

- 3.1. For the purposes of this policy, an adult at risk is an adult who:
  - 3.1.1. is aged 18 years or more;
  - 3.1.2. is receiving or may need care and support for learning, physical or mental disability, age or illness;
  - 3.1.3. is experiencing, or is at risk of, abuse or neglect; and
  - 3.1.4. as a result of those needs is unable to take care of him or herself or protect himself or herself against the abuse or neglect or the risk of it.
- 3.2. 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.
- 3.3. Also included are people with a mental illness, dementia or other memory impairments, people who misuse substances or alcohol.

#### **What is abuse?**

- 3.4. 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.
- 3.5. Abuse may be carried out deliberately or unknowingly.
- 3.6. 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 or friends of the person experiencing abuse, as well as visitors to the Ampleforth site or people within the monastic community.
- 3.7. Appendix 2 sets out some examples of issues that would be considered as a safeguarding concern.

## **4. Policy Statement**

### **The Charter**

- 1.1. The Ampleforth Safeguarding Charter explains the safeguarding standards we are committed to upholding, which are:
  - 1.1.1. Keeping people safe is at the heart of everything we do.
  - 1.1.2. Our culture is one which supports a robust approach to safeguarding.
  - 1.1.3. Our safeguarding structures (and processes behind that) are clear, simple and transparent.
  - 1.1.4. Our systems and procedures fully support safeguarding.
  - 1.1.5. We have the right people in the right places working together to achieve effective safeguarding.
  - 1.1.6. Good safeguarding requires effective communication.
  - 1.1.7. To keep people safe, we must work in partnership with others.
  - 1.1.8. Our strategy on safeguarding embraces continual improvement.

The aim of this policy and procedures set out below is to explain how we apply these standards when safeguarding adults at risk in our care or towards whom we otherwise have a responsibility.

### **Our Aims**

- 4.1. In working within the Ampleforth Safeguarding Charter, our aims are:
  - 4.1.1. To promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
  - 4.1.2. To ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing the abuse is supported.
  - 4.1.3. Supporting adults at risk who are experiencing or have experienced abuse or are otherwise at risk.
  - 4.1.4. Working with adults at risk and other agencies to end any abuse that is taking place.
- 4.2. In achieving these aims the organisations will:

- 4.2.1. Ensure that all managers, employees, volunteers, trustees and the monastic community across the Ampleforth community have access to and are familiar with this policy and procedure and their responsibilities within it.
  - 4.2.2. Ensure concerns or allegations of abuse are always taken seriously and dealt with according to this policy and procedure.
  - 4.2.3. Ensure all staff receive training in relation to safeguarding adults at a level commensurate with their role.
  - 4.2.4. Ensure that adults at risk on the Ampleforth campus or on Ampleforth activities in the wider community, their relatives or informal carers have access to information about how to report concerns or allegations of abuse.
  - 4.2.5. Ensure there is a **Designated Named Person for Safeguarding Adults** ("the Designated Person for Safeguarding Adults") across the organisations as the primary contact point for persons who have a concern about a safeguarding issue, to manage such concerns according to this policy and procedure and to promote safeguarding awareness and practice across the organisations.
- 4.3. This policy and procedure has been developed to be consistent with the [Safeguarding Adults Multi-Agency Policy and Procedures for West Yorkshire and North Yorkshire](#), which can be referred to for additional guidance at [www.safeguardingadults.co.uk](http://www.safeguardingadults.co.uk)

## **5. Responsibilities**

- 5.1. Every member of staff and every volunteer has a responsibility to act on concerns of possible abuse and must inform the Designated Person for Safeguarding Adults.
- 5.2. The trustees (or, in the case of AATL, directors) have ultimate legal responsibility and accountability for the safety and wellbeing of all of their respective beneficiaries, including adults at risk.
- 5.3. The Safeguarding Adults Policy and Procedure will be reviewed annually by the safeguarding committee, who will ensure its ongoing effectiveness and compliance on behalf of the organisations. The Designated Person for Safeguarding Adults will be involved in this process and can recommend any changes.

### **Designated Person for Safeguarding Adults**

- 5.4. Day-to-day executive responsibility is delegated by the trustees (and directors) to the Designated Person for Safeguarding Adults, who is the primary contact point for persons who have a concern about a safeguarding issue in relation to an adult, to manage

such concerns according to this policy and procedure and to promote safeguarding awareness and practice across the organisations.

- 5.5. The Designated Person for Safeguarding Adults has the responsibility to decide whether it is appropriate to raise a safeguarding concern with the local authority on behalf of organisations or to respond to the concerns in an alternative manner.
- 5.6. The role also includes:
  - 5.6.1. ensuring that immediate safety issues are addressed, other parties notified (such as the regulator) and that staff are supported;
  - 5.6.2. ensuring that they are kept informed when a member of staff (or volunteer) has raised a concern;
  - 5.6.3. establishing the desired outcomes of the adult at risk;
  - 5.6.4. clearly communicating this Safeguarding Adults Policy and Procedure to staff, Trustees, volunteers, students and the monastic community, including all changes made from time to time.
- 5.7. The Designated Person for Safeguarding Adults should be contacted for support and advice on implementing this policy and procedures.
- 5.8. The Designated Person for Safeguarding Adults for the organisations and his/her Deputy are:

**Jim Hopkinson, Director of Safeguarding**, whose contact details are set out at Appendix 1 below.

**Andrew Slingsby, Commercial Manager and Deputy Designated Safeguarding Lead**, whose contact details are set out at Appendix 1 below.

## **6. Relationships to other policies/procedures**

- 6.1. This Policy is supported by the following further policies in force across the organisations:
  - 6.1.1. Complaints
  - 6.1.2. Whistleblowing
  - 6.1.3. Grievance
  - 6.1.4. Lone Worker
  - 6.1.5. Child Protection and Safeguarding Policy and Procedures (SLET)
  - 6.1.6. Policy and Procedures for the Protection and Safeguarding of Children (AAT and AATL)



6.1.7. Lourdes Safeguarding Policy and Procedures

6.1.8. Visitors

6.1.9. Recruitment and Selection

6.1.10. Code of Conduct

6.1.11. Customary and Integrity of Ministry (for members of the monastic community)

6.1.12. Prudence codes governing particular areas of the Ampleforth site

6.1.13. Protocol for Reporting Serious Incidents to the Charity Commission

- 6.2. In the event of any inconsistency between this policy and any policy set out above, this policy should take precedence and the individual responsible for this policy as set out on the cover page should be informed promptly to enable the inconsistency to be resolved.
- 6.3. This policy is intended to cover safeguarding adults at risk. For safeguarding children, please refer to the AAT Policy and Procedures for the Protection and Safeguarding of Children, or the SLET Child Protection and Safeguarding Policy and Procedures, as applicable.

# Safeguarding Adult at Risk Procedures

## 1 Responding to an allegation/concern

Ampleforth Abbey Trusts recognise 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 as set out in this policy and procedure.

### 1.1 Responsibilities of everyone

**If you have 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.
- Record what you have been told/witnessed as soon as possible.
- Do not start to investigate or ask detailed or probing questions.
- Explain that you have a duty to tell your manager or the Designated Person for Safeguarding Adults.
- Reassure the person that they will be involved in decisions about them.

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, staff, volunteers and others safe.
- To inform the Designated Person for Safeguarding Adults (or in their absence, the Deputy Designated Person for Safeguarding Adults).
- To record what happened in records management system in place in which safeguarding adult concerns are logged.

We would always expect you to inform the Designated Person for Safeguarding Adults or their Deputy where you are concerned that some form of abuse is or could be being perpetrated in relation to an adult at risk, or there is a risk that this could take place.

In cases of exceptional urgency (for example if a crime is in the process of being committed and/or urgent medical attention), you should first contact the emergency services by dialling 999.

## **1.2 Reporting to statutory and other agencies**

A concern should be reported to the local authority under the safeguarding adults' procedure by the Designated Person for Safeguarding Adults or their Deputy, having regard to the additional guidance set out at Appendix 3 below.

If a matter falls within the Charity Commission's definition of a serious incident, the Designated Person for Safeguarding Adults must notify the Clerk and follow the protocol for Reporting Serious Incidents to the Charity Commission.

## **2. Preventing abuse**

### **2.1 Safe practice**

Good practice in general involves valuing and respecting adults at risk and securing a safe environment for them.

In particular:

- The organisations are committed to achieving best practice with respect to the safe recruitment of employees and volunteers.
- The organisations are committed to working within best practice as established by the Disclosure and Barring Service (DBS) and will carry out appropriate checks on those to whom this policy applies in accordance with the recruitment policy and the relevant law and guidance.
- The organisations have procedures in place to deal with allegations of abuse made against members of staff, volunteers, trustees, members of the monastic community, students and anyone for whom the organisations have responsibility.
- The organisations will ensure that any allegations made against members or any member of staff, volunteer, or trustee, visitor or member of the monastic community will be dealt with without undue delay.
- Where any person is thought to have possibly committed a criminal offence the police will be informed immediately. If a crime has been witnessed the police will be contacted immediately.
- Where the allegation involves alleged abuse of an adult at risk, a concern should be raised following the process in this policy and procedure.

- The safety of the adult(s) at risk is paramount; a risk assessment must be undertaken, and it should be ensured that the person is safe and away from the person(s) alleged to have caused harm.

In the event of an allegation against a member of staff, volunteer, trustee, visitor or member of the monastic community, the Designated Person for Safeguarding Adults will liaise with the duty LADO in the Adult Social Care Team North Yorkshire County Council to discuss the best course of action and to ensure that the organisations' disciplinary procedures are coordinated with any other enquiries taking place as part of the on-going management of the allegation.

## **2.2 Training and Supervision**

### **Induction**

All staff, including temporary staff, contractors and volunteers, will be provided with induction training that includes:

- this policy;
- the Staff Code of Conduct including the whistleblowing procedure; and
- the role, identity and contact details of the Designated Person for Safeguarding Adults and the Deputy Designated Person for Safeguarding Adults.

### **Training**

- All staff members, contractors, members of the monastic community, volunteers and Trustees will receive a copy of this policy, and will be required to confirm, in writing, that they have read it.
- Members of the monastic community, all staff members, volunteers and Trustees will undertake training in safeguarding adults at risk commensurate with their role.
- Training for staff will include guidance on their duties in relation to adults at risk of harm. Staff development training will also include training on online safety. Additionally, we will make an assessment of the appropriate level and focus for staff training and responsiveness to specific safeguarding concerns such as mental health, mental capacity and deprivation of liberty safeguards. The Nominated Safeguarding Trustees and the Chairs of Trustees for Ampleforth Abbey Trust and St Laurence Education Trust will receive appropriate training to enable them to fulfil their safeguarding responsibilities.
- The Designated Person for Safeguarding Adults and the Deputy Designated Person for Safeguarding Adults will undertake training in safeguarding adults at risk and training in

inter-agency working and will attend refresher training at two-yearly intervals. All training will be carried out in accordance with North Yorkshire Safeguarding Adults Board procedures.

- We are committed to ensuring that all staff, volunteers and members of the monastic community undertake training to gain a basic awareness of signs and symptoms of abuse and will ensure that the named person and other members of staff and volunteers have access to training around safeguarding adults. We will therefore ensure that:
  - a) 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; and
  - b) All individuals to whom this policy applies will receive training on safeguarding adults at a level commensurate with their roles.

### **2.3 Recording and Managing Confidential Information**

- We are committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know.
- All allegations/concerns should be recorded in AAT's records management system, in which safeguarding adult concerns are logged. The information should be factual and not based on opinions, a record of 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 requirements.

## Appendix 1: Useful Contacts

<b>To raise a safeguarding concern</b>	
Designated Named Person for Safeguarding Adults	Jim Hopkinson <a href="mailto:jho@ampleforth.org.uk">jho@ampleforth.org.uk</a> 01439 766096
Deputy Designated Named Person for Safeguarding Adults	Andrew Slingsby <a href="mailto:andrew.slingsby@ampleforth.org.uk">andrew.slingsby@ampleforth.org.uk</a> 01439 766479
North Yorkshire County Council Adult Social Care Customer Services: (8am – 5:30pm Mon-Fri) This number will be answered by the Emergency Duty Team outside these hours.	Tel: 01609 780780
<b>Contacting the police</b>	
If the person is in imminent danger	Tel: 999 (Emergency Service)
If you need to report a crime, but the person is not in imminent danger	Tel: 101 (Non-Emergency Service)
<b>To notifying regulators</b>	
Charity Commission	Tel: 0300 065 2199
<b>Employment related advice lines</b>	
Disclosure and Barring Service (DBS)	Tel: 01325 953795
<b>Whistleblowing advice services</b>	
Mencap <a href="http://www.mencap.org.uk/organisations/whistleblowinghelpline">www.mencap.org.uk/organisations/whistleblowinghelpline</a>	Helpline: 08000 724 725
Public Concern at Work <a href="http://www.pcaw.org.uk">www.pcaw.org.uk</a>	Tel: 020 7404 6609

## Appendix 2 – Examples of abuse

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, gender, 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 or infirmary, for example, or in relation to care provided in one’s own home or place where someone ordinarily lives. 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.



## Appendix 3 – Additional Guidance for Designated Person for Safeguarding Adults

### A. Considering whether to Raise a Safeguarding Concern

When deciding whether a safeguarding concern should be raised, consider the following key questions:

1. Is the person an ‘adult at risk’ as defined within this policy/procedure?
2. Is the person experiencing, or at risk of, abuse and neglect?
3. What is the nature and seriousness of the risks?

Consider:

- The person’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 person; and
  - The risk of repeated incidents for others.
4. What does the adult at risk want to happen now?

Wherever possible, consider what the adult at risk wants to happen next, what do they want to change about their situation, and what support do they want to achieve that.

On some occasions, it may be necessary to raise a safeguarding concern even if this is contrary to the wishes of the adult at risk. 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 person lacks mental capacity to consent and it is in the person’s best interests;
- The person is subject to coercion or undue influence, to the extent that they are unable to give consent; and
- It is in the person’s vital interests (to prevent serious harm or distress or life-threatening situations).

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

- Seek advice from a **Safeguarding Officer** by contacting **North Yorkshire County Council Customer Service Centre** and asking to talk to a Safeguarding Officer by phone on 01609 780780
- Refer to the West Yorkshire and North Yorkshire Safeguarding Adult Policy and Procedures at [www.nypartnerships.org.uk/sab](http://www.nypartnerships.org.uk/sab) for further information and guidance

## **B. Considering whether to report a concern to the police**

If you suspect a crime has been or may have been committed, you must discuss this with the Designated Person for Safeguarding Adults or Deputy unless you feel unable to discuss the matter with them.

In most circumstances the Designated Person for Safeguarding Adults or Deputy will undertake the following actions if they have been involved. He or she may require your assistance.

Seek the person's consent to report the matter immediately to the police. This 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; or
- 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 'best interests' decision will need to be made in line with the Mental Capacity Act 2005.

### 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.

### **C. Who else to inform**

- relatives of the adult at risk according to their wishes, or in their 'best interests' where they lack the mental capacity to make this decision for themselves;
- child protection services, if children are also at risk from harm;
- the Charity Commission, as a Serious Incident Report (if it falls within the parameters of a Serious Incident for these purposes);
- your line manager (and safeguarding adults lead if different) of your decisions and actions in line with this procedure;
- your Human Resources Department if allegations/concerns relate to an 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.

### **D. 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, so 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; and
- the decision of the organisation to raise a concern or not.

### **E. How to Raise a Safeguarding Concern:**

To raise a safeguarding concern under the safeguarding adults' procedures:

Contact:

- North Yorkshire County Council Customer Services: **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.

Then complete the Safeguarding Adults: Inter-agency safeguarding adults concerns form, sometimes called the SA-A 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 Services Centre, County Hall, Racecourse Lane, Northallerton, North Yorkshire DL7 8AD. Fax number: 01609 532009**

The form can also be e-mailed to [social.care@northyorks.gov.uk](mailto:social.care@northyorks.gov.uk) or using the secure e-mail address [social.care@northyorks.gcsx.gov.uk](mailto:social.care@northyorks.gcsx.gov.uk)

**REMEMBER:** If you suspect that someone is being abused and they are in **immediate** danger you should ring the Police on **999**.

The safeguarding concern will be allocated to an appropriate team, who will then contact you to discuss the concerns further.

Information should be provided to the individual in relation to whom there is a concern. This could be about other sources of help or information that could enable them to decide what to do about their experience, enable them to recover from their experience and enable them to seek justice.