



Greening Wingrove and Arthur's Hill Community Interest Company

Safeguarding Vulnerable Adults Policy and Procedure

Policy Start Date: 1st November 2025

Policy Review Date: 1 year after policy start date

Version: 1

Signed: CMsillem

Date: 01.11.2025

[Greening Wingrove and Arthur's Hill Community Interest Company : Safeguarding Vulnerable Adults Policy and Procedure](#)

Statement

- [Sexual Offences Act 2003](#)
- [Mental Capacity Act 2005](#)
- [Safeguarding Vulnerable Groups Act 2006](#)
- [Deprivation of Liberty Safeguards](#)
- [Disclosure & Barring Service 2013](#)
- [The Care Act 2014 – statutory guidance](#)
- [Making Safeguarding Personal Guide 2014](#)

[Purpose of this Policy](#)

[Definition of vulnerable adults](#)

[Definition of abuse](#)

[Procedures for all volunteers](#)

[1. When to act](#)

[2. What to do](#)

[Procedures for Designated Safeguarding Leads and Trustees](#)

[Guidance for Responding to Disclosures](#)

[Record keeping](#)

[Recruitment, selection and vetting procedures](#)

[Training, support and information](#)

[Whistle Blowing Policy](#)

[Responsibilities](#)

[Useful contacts](#)

[Appendix 1: Types of Abuse](#)

[Self-neglect](#)

[Modern Slavery](#)

[Domestic Abuse](#)

[Discriminatory](#)

[Organisational](#)

[Physical](#)

[Sexual](#)

[Financial or Material](#)

[Neglect and Acts of Omission](#)

[Emotional or Psychological](#)

[Four Additional Types of Harm](#)

[Cyber Bullying](#)

[Forced Marriage](#)

[Hate Crime](#)

[Radicalisation](#)

[Appendix 2: Safeguarding Report Form](#)

Statement

Greening Wingrove and Arthur's Hill Community Interest Company (CIC) is fully committed to safeguarding the welfare of all the vulnerable adults we come into contact with by taking all reasonable steps to protect them from neglect and physical, sexual or emotional harm.

Board members, staff and volunteers will, at all times, show respect and understanding for the rights, safety and welfare of vulnerable adults, and conduct themselves in a way that reflects the principles of Greening Wingrove CIC.

We are also committed to challenging all forms of abuse, and to supporting people to speak up about any abuse they have experienced or witnessed.

We do this by:

- making sure all our Board members, staff and volunteers are carefully selected, trained and, as appropriate, supervised
- assessing all risks our CIC and its activities may create for vulnerable adults and taking steps to minimise and manage them
- letting vulnerable adults and carers know how to voice concerns or how to complain about anything they may not be happy with
- giving vulnerable adults, carers, staff and volunteers information about what we do and what can be expected of us.

Where appropriate, we utilise the relevant policies of partner organisations.

This policy is based on the following principles:

- Everyone has the right to live their lives free from fear, violence or harm.
- Everyone has the right to protection from mistreatment and abuse.
- Everyone has the right to live an independent lifestyle and to make choices even if some of those choices involve a degree of risk.

This policy is based on the following legislation:

- [Sexual Offences Act 2003](#)
- [Mental Capacity Act 2005](#)
- [Safeguarding Vulnerable Groups Act 2006](#)
- [Deprivation of Liberty Safeguards](#)
- [Disclosure & Barring Service 2013](#)
- [The Care Act 2014 – statutory guidance](#)
- [Making Safeguarding Personal Guide 2014](#)
- [Human Rights Act 1998](#)

This policy should be used alongside other relevant Greening Wingrove Policies, such as:

- Constitution
- Safeguarding Children and Young People
- Equity and Diversity Policy
- Whistle Blowing Policy

Purpose of this Policy

- To ensure that vulnerable adults are not abused or taken advantage of.
- To support the rights and choices of vulnerable people.
- To create a safe and supportive environment for people who take part in activities or use buildings run by the CIC
- To make sure that we respond quickly and effectively to concerns about any vulnerable adult.

Definition of vulnerable adults

A vulnerable adult is defined as anyone over the age of 18 “who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation”. *[Lord Chancellor’s Department, 1997 Consultation]*

Definition of abuse

This is a truncated list of forms of abuse. For more information, see [Appendix 1: Types of Abuse](#). Abuse can take many forms including:

- Hitting, slapping or pushing (physical).
- Shouting or swearing, which makes the person afraid and/or intimidated (emotional).
- Unwanted touching, kissing or sexual intercourse (sexual).
- Money or property taken without consent or under pressure (financial).
- Not being cared for properly (Deprivation / Neglect).
- Being denied privacy, choice or social contact or being subjected to threats and sanctions.

Procedures for all volunteers

1. When to act

- If you think that anyone has been treated badly or hurt,
- If somebody tells you they have been hurt or treated badly
- If you think somebody might get hurt or be treated badly
- It is better to be over cautious - all concerns will be considered

2. What to do

- If there is an emergency, or someone has been hurt and needs assistance, emergency services should be contacted via telephone on **999**.
- Where there is evidence that a crime has taken place, but it is not an emergency, the police should be contacted on **111**.
- Any serious concerns about any person's immediate safety should be immediately reported to the local Social Services Department (see list of contacts at the back of this policy), or to the police on 999.
- Any concerns should be reported to the Designated Safeguarding Lead (DSL) via the contact details below. This includes when the police or local Social Services have been contacted.
- If you are unsure of what to do contact the DSL

Safeguarding Lead for the CIC

Name: Katy Sillem

Phone:

Email: safeguarding@greeningwingrove.org.uk

Newcastle upon Tyne Social Services Department:

Adult Social Care Team: 0191 278 8377 or 0796 8474891

Out of hours emergency duty team: 0191 278 7878

- If you suspect a crime has taken place, you should not disturb forensic evidence.
- Listen carefully to any information given to you by the adult concerned. Tell them that you will need to make a record of what they say, and that you may need to share it with the designated safeguarding lead or other services. Only ask questions to clarify what they have said and make a clear record of their exact words.
- Pass your concerns directly to the Designated Safeguarding Lead in written form using the form in [Appendix 2](#).
- The alleged abuser should not be contacted unless by the Designated Safeguarding Lead.
- All disclosures, allegations or concerns must be reported to the CIC Safeguarding Lead, as soon as possible but this should not cause delay in dealing with concerns about the immediate safety of any person.
- A verbal report should be followed by a written report using the form in [Appendix 2](#).
- Details of the disclosure, allegation and concerns should be recorded in writing as soon as possible and communicated with the CIC Safeguarding Lead, ideally using the form in [Appendix 2](#). The person making the report should print their name clearly, and sign and date the report. Any opinions should be noted as such and separated from the facts.

Procedures for Designated Safeguarding Leads and Trustees

1. On receipt of a concern, the responsible officer will agree a written note describing the concern with the person making the report using the form in [Appendix 2](#), and agree how the concern should be pursued (unless, in the judgement of the responsible officer, the matter is sufficiently serious that it should be communicated to the Police or Newcastle City Council's safeguarding officer).
2. The DSL can use the local threshold document to assess the severity of the concern:
https://docs.google.com/document/d/1mpTJsa_UhtCnmBHPiceXKwkAKJnbvpLC/edit?usp=sharing&oid=110690218990501581496&rtpof=true&sd=true

3. Note should be taken action of the Newcastle upon Tyne City Safeguarding Adults Guidance including:
 - a. Consent should be gained before making a referral about an adult who is thought to be experiencing abuse or neglect, and who also has the mental capacity to give consent; unless there are overriding public duties to act, or seeking consent would put the person at further risk.
 - b. Where the CIC Safeguarding Lead considers that overriding duties (e.g. where others may be at risk) mean he/she should act without the consent of the person who is thought to be experiencing abuse, despite their capacity to consent, the person should be informed the referral will take place; unless this could jeopardise the safety of others who may be at risk.
 - c. Every effort should be made to ensure the person making the disclosure is involved in the process, and at the centre of decision making about actions to be taken.
4. If the concern is to be pursued through the CIC then the responsible officer will undertake appropriate fact-finding, including inviting any other relevant party to the concern to respond, and making a written record. The responsible officer should also consider whether he/she should seek professional or other external guidance. You can find sources of professional guidance in [Appendix 3](#).
5. This process will be completed within 20 days and a written response, including a statement of the steps taken or recommended to the CIC Board, will be given to the person who raised the concern and to any other relevant parties who will be invited to comment in writing. At this stage, the responsible officer will inform the CIC Board that a concern has been raised and a response made, but no details will be shared.
6. Should any of the parties to the concern wish to appeal against the responsible officer's judgement, the CIC Board will appoint two of their number to act as an Appeals Panel. An Appeal will be heard within 20 days and the Panel's judgement will be final, conveyed in writing to the relevant parties to the concern, and reported to the Board.

7. This internal procedure will not prevent any party pursuing their concerns via statutory procedures available to them.

Guidance for Responding to Disclosures

Any member of volunteer who receives a disclosure, allegation or report of abuse ('Receivers of alerts') should respond by:

- Remaining calm and not showing shock or disbelief.
- Listening carefully to what is being said.
- Not asking detailed or probing questions.
- Demonstrating a sympathetic approach by acknowledging regret and concern that what has been reported has happened.
- Ensuring that any emergency action needed has been taken.
- Confirming that the information will be treated seriously.
- Giving the person contact details so that they can report any further issues or ask any questions that may arise.

Record keeping

Records relating to disclosures, allegations, reports or concerns will be stored in a central location, in a locked cabinet with restricted access.

Staff and volunteers will have access to confidential information only as needed to protect a person who is thought to have experienced abuse, or be at risk of abuse, or to protect others.

Recruitment, selection and vetting procedures

Our recruitment and selection procedures aim to ensure that the staff and volunteers who work of the CIC are suitable and competent to work with vulnerable adults by:

- Requiring staff to have an enhanced Disclosure and Barring Service (DBS) check
- Making sure that any volunteer who has not had a DBS check is not left unsupervised when working with vulnerable adults
- Making sure references are taken up for staff prior to appointment

- Requiring all staff to work a probation period of at least 3 months.

Training, support and information

- Staff and volunteers will be made aware of the Safeguarding Adults procedures.
- Safeguarding Adults policy and procedures will be made available for all participants of the CIC's activities on request.
- Volunteers with regular contact with service users will undertake basic training about Safeguarding Adults.
- Trustees, Key Holders and Designated Safeguarding Leads will undertake further training.
- Details of relevant helplines, and services will be easily available.

Whistle Blowing Policy

Greening Wingrove and Arthur's Hill CIC has a whistle blowing policy, which supports the appropriate disclosure of information relating to malpractice or mistreatment which staff may come across during their work, which they feel would put the interests of the public at risk.

Responsibilities

This policy statement applies to all Board members, staff and volunteers of the Greening Wingrove Community Interest Company. We will share this policy with the vulnerable adults we work with, their carers and our Board members, staff and volunteers.

The primary point of contact for a concern about vulnerable adults will be the CIC Safeguarding Lead or responsible officer of the Board. This will normally be the Chair of the Greening Wingrove and Arthur's Hill Community Interest Company, or if not considered appropriate, then the Company Secretary should be contacted.

Useful contacts

Name: Katy Sillem

Phone:

Email: safeguarding@greeningwingrove.org.uk

Newcastle upon Tyne Social Services Department:

Adult Social Care Team: 0191 278 8377 or 0796 8474891

Out of hours emergency duty team: 0191 278 7878

Appendix 1: Types of Abuse

The Care Act recognises 10 categories of abuse that may be experienced by adults.

Self-neglect

This covers a wide range of behaviour, but it can be broadly defined as neglecting to care for one's personal hygiene, health, or surroundings. An example of self-neglect is behaviour such as hoarding.

[Learn More about Self Neglect](#)

Modern Slavery

This encompasses slavery, human trafficking, forced labour, and domestic servitude.

[Learn More about Modern Slavery](#)

Domestic Abuse

This includes psychological, physical, sexual, financial, and emotional abuse perpetrated by anyone within a person's family. It also includes so-called "honour" based violence.

[Learn More about Domestic Abuse](#)

Discriminatory

Discrimination is abuse that centres on a difference or perceived difference, particularly with respect to race, gender, disability, or any of the protected characteristics of the Equality Act.

[Learn More about Discriminatory Abuse](#)

Organisational

This includes neglect and poor care practice within an institution or specific care setting, such as a hospital or care home, or in relation to care provided in one's own home. Organisational abuse can range from one off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

[Learn More about Organisational Abuse](#)

Physical

This includes hitting, slapping, pushing, kicking, restraint, and misuse of medication. It can also include inappropriate sanctions.

[Learn More about Physical Abuse](#)

Sexual

This includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault, or sexual acts to which the adult has not consented, or was pressured into consenting.

[Learn More about Sexual Abuse](#)

Financial or Material

This includes theft, fraud, internet scamming, and coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions. It can also include the misuse or misappropriation of property, possessions, or benefits.

[Learn More about Financial Abuse](#)

Neglect and Acts of Omission

This includes ignoring medical or physical care needs and failing to provide access to appropriate health social care or educational services. It also includes the

withdrawing of the necessities of life, including medication, adequate nutrition, and heating.

[Learn More about Neglect](#)

Emotional or Psychological

This includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks.

[Learn More about Emotional Abuse](#)

Four Additional Types of Harm

There are four additional types of harm that are not included in The Care Act, but they are also relevant to safeguarding adults.

Cyber Bullying

Cyber bullying occurs when someone repeatedly makes fun of another person online, or repeatedly picks on another person through emails or text messages. It can also involve using online forums with the intention of harming, damaging, humiliating, or isolating another person. It includes various different types of bullying, including racist bullying, homophobic bullying, or bullying related to special education needs and disabilities. The main difference is that, instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.

[Learn More about Cyber Bullying](#)

Forced Marriage

This is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of a third party in identifying a spouse. The Anti-Social Behaviour, Crime and Policing Act 2014 make it a criminal offence to force someone to marry.

[Learn More about Forced Marriage](#)

Hate Crime

A “hate crime” is when “vulnerable people are befriending by members of the community who go on to exploit and take advantage of them” (Safety Network Project, ARC). It may not be an illegal act, but it still has a negative effect on the

individual. A hate crime is carried out by someone the adult knows, and it often happens in private. In recent years there have been a number of Serious Care Reviews relating to people with a learning disability who were seriously harmed, or even murdered, by people who purported to be their friend.

[Learn More about Hate Crime](#)

Radicalisation

The aim of radicalisation is to inspire new recruits, embed extreme views and persuade vulnerable individuals to the legitimacy of a cause. This may be direct through a relationship, or through social media.

[Learn More About Radicalisation and The Prevent Agenda](#)

Appendix 2: Safeguarding Report Form

		<h3>Safeguarding Concern Form</h3>	
<p><i>Use this form to record any safeguarding concern, however trivial. Forward it immediately to the Designated Safeguarding Lead, or to a Director of Greening Wingrove CIC</i></p>			
Report ref no. (office use)			
Details of person at risk			
Name of person		DOB:	
Service (or home address)			
About You (the person filling in this form)			

Your name		Job title	
Service		Date	
About the safeguarding concern			
Are you reporting your own concern or one raised by someone else?			
If you are raising a concern made by someone else, please provide their full name, status and contact details			
Please provide details of the concern you have including dates, times, descriptions of events, full names and whether the information is first hand or the accounts of others			
The person at risk's account (if applicable). Include what they want the outcome to be			
Provide details of the person causing harm (if known)			
Provide details of any witnesses to the concern			
Provide details of any previous incidents or concerns relating to this person (if known)			
People contacted			
You must pass this form immediately to the Designated Safeguarding Lead or a Director of Greening Wingrove.			

Give details below of any people outside Greening Wingrove that you have communicated this concern to – give name, position, contact details, and the date and time that you contacted them:

Declaration: I have completed all sections of this form to the best of my knowledge

Signature

Appendix 3: Sources of Information and Support

Newcastle Safeguarding Adults Board

Local Authority service providing information and guidance around safeguarding adults in Newcastle, as well as handling safeguarding issues.

<https://www.newcastlesafeguarding.org.uk/>

Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: 020 8765 7000

Email: enquiries@elderabuse.org.uk

www.elderabuse.org.uk

Ann Craft Trust

A national organisation providing information and advice about adult safeguarding. The Ann Craft Trust has a specialist Safeguarding Adults in Sport and Activity team to support the sector

Tel: 0115 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk

www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk

www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.

Tel: 020 7383 0700 or

0808 808 0700 (Helpline)

Email: services@respond.org.uk

www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Telephone: 0800 138 1625

Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org

Text: 07717 989 025

Text relay: 18001 0800 138 1625

By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839 Fax: 020 8392 1830

Email: info@suzylamplugh.org

www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111

www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support

