

Name of Procedure:	Adult Safeguarding Procedure
Policy this procedure is governed by:	Adult Safeguarding Policy
Policy Lead:	Operations Director
Next Review Date:	17.11.24

Change Record

Issue Date	Nature of Change	Ratified by	Date ratified
22.06.14	First issue	SLT	19.05.14
19.05.15	Guidance added regarding Service Managers challenging screening of Vulnerable Adult incidents; terminology updated (Adult Placement now Shared Lives); HSC Trust reporting procedure flowchart updated; internal reporting flowchart removed	SLT	11.05.15
03.12.15	Updated contact details for BHSCCT safeguarding referrals	MD	02.12.15
12.05.16	Procedure retitled and reviewed in response to the issue of the DHSSPS / DoJ policy "Adult Safeguarding: Prevention and Protection in Partnership"	MD	11.05.16
09.03.17	Procedure reviewed in response to issue of DHSSPS "Adult Safeguarding Operational Procedures – Adults at Risk of Harm and Adults in Need of Protection"	MD	02.03.17
23.05.17	Clarification of action to be taken by staff in partnership with the HSC Trust (section 6)	MD	09.05.17
07.09.17	Contact details in Appendix 2 updated	MD	04.09.17
29.03.18	Contact details in Appendix 2 updated	MD	27.03.18
22.03.19	Changes to external reporting added; contact details in Appendix 2 updated; procedure reviewed in line with Housing Executive Policy and Procedure (July 2018)	ED	19.03.19
18.06.20	Contact details in Appendix 2 updated	ED	27.05.20
30.09.20	Contact details in Appendix 2 updated (re SEHSCT)	ED	14.09.20
28.07.21	Contact details in Appendix 2 updated	ED	23.07.21
10.08.22	Contact details in Appendix 2 updated	OD	04.08.22
12.05.23	BHSCCT safeguarding referrals & RQIA contact details updated at Appendix 2	OD	11.05.23
17.11.23	Contact details in Appendix 2 updated	GD	13.11.23
08.07.24	Contact details in Appendix 2 updated	OD	24.06.24
12.08.24	Contact details in Appendix 2 updated	ED	12.08.24

Adult Safeguarding Procedure

1. Prevention

Social care staff and volunteers are subject to pre-employment enhanced Access NI and employment reference checks to determine their suitability to work with adults at risk of harm or in need of protection in line with our Recruitment and Selection Policy.

All other staff are subject to pre-employment basic Access NI checks and employment reference checks to help assist us in determining their suitability to have contact with adults at risk of harm or in need of protection.

Positive Futures also completes Access NI checks at the appropriate level for all staff every three years in line with best practice.

2. Training and support

We will provide training and support in Adult Safeguarding to enable staff and volunteers (to include Shared Lives Carers) to respond appropriately to a situation of abuse, neglect or exploitation. This training will be included in all induction programmes supplemented by other in-house and external training as appropriate. This will tell you how to:

- recognise what abuse, neglect and exploitation is
- use approaches to prevent and minimise abuse occurring
- know what and how to respond to and report suspected or confirmed abuse.

It is the responsibility of all social care staff and volunteers to ensure that their training is updated as a minimum every two years.

An easy read information leaflet on Safeguarding Adults at Risk of Harm is made available to all people we support.

3. Recognising and responding to safeguarding concerns of a person we support

Abuse may not always present itself as a critical situation which demands urgent attention. What is reported may not always be an “incident” but may be more of a general “concern” or “suspicion” about the “care” of a person we support.

The people we support should be free from the risks posed by other people we support and should not, for example, be subjected to assault or have their property damaged by other people they live with. We must be alert to any person we support who is experiencing distress as a result of the behaviour of others and take appropriate action (see Appendix 1).

As per our Adult Safeguarding Policy, adults may be at risk of harm or may be adults in need of protection.

Some situations may require a rapid response. The occasions when you must act immediately are:

- if you are concerned that the person might be in immediate danger, then you must do what you can to ensure the person is safe and at no risk from the alleged abuser. This should be done without confronting or alerting the abuser
- in the case of a disclosure of recent sexual assault, where to delay would mean to jeopardise valuable forensic evidence
- in the case where you are concerned that a person we support is at risk of harm from a Positive Futures staff member
- in the case where you are concerned that a person we support is an adult in need of protective safeguarding.

In such situations, you **must** immediately contact your line manager or an Operations Manager / Director (Adult Safeguarding Champion) or, during out of hours, local On Call should be contacted.

Being alert to potential abuse plays a major role in ensuring that adults are safeguarded and it is important that all concerns about possible abuse are taken seriously and appropriate action is taken.

3.1 When a person we support discloses abuse or exploitation

- You should believe the person and be supportive.
- Be sensitive and listen carefully to what they tell you.
- The purpose is to establish facts and make a “word for word” written record of the disclosure. This is **not** an investigation and you should avoid **any** leading questions.
- If possible, have a witness present.
- Inform the person of the immediate action which will be taken as a result of the disclosure.

- Discuss with the person how his / her confidentiality may be affected in the event of an investigation or legal proceedings.
- Your line manager or an Operations Manager / Director (Adult Safeguarding Champion) **must** be contacted (report to local On Call during out of hours). A list of Positive Futures' contacts is included in Appendix 2.
- The line manager or Operations Manager / Director (Adult Safeguarding Champion) will take any immediate action required to ensure the adult at risk of harm is safe and make a decision about the concerns and any proposed actions.

If a parent / carer, someone from another organisation, or a member of the public, suspects or has witnessed abuse, neglect or exploitation of a person we support and they bring this to your attention, you must accurately record what is said to you and report this to your line manager or an Operations Manager / Director (Adult Safeguarding Champion), or, during out of hours, local On Call should be contacted.

3.2 Recording and reporting a disclosure

- Make an accurate recording of the information which includes:
 - the name / address / contact number of the person providing the information
 - the alleged abuser's name / address / contact number
 - "word for word" details of the alleged abuse.
- Seek clarification from them to ensure accuracy, but be careful, as "leading questions" can damage evidence if there is a resulting prosecution.
- Contact your line manager or an Operations Manager / Director (Adult Safeguarding Champion), or, during out of hours, local On Call should be contacted.

4. Deciding on what action to take and responding to an adult safeguarding concern – the role of the Adult Safeguarding Champion (ASC)

When an alert is raised within an organisation in relation to an adult safeguarding concern or disclosure, the ASC or delegated manager, will ensure the actions below occur. Within Positive Futures, the ASC may delegate any of these tasks to an Operations Manager who will ensure feedback to the ASC on completion of all delegated tasks.

Key actions in response to an adult safeguarding concern:

- Consider whether the concern is a safeguarding issue or not. This may involve some ‘checking out’ of information provided whilst being careful not to stray into the realm of investigation.
- **Where immediate danger exists or the situation warrants immediate action**, ensure any necessary medical assistance has been sought and refer to HSC Trust Designated Officer / HSC Trust Gateway Team or PSNI. If the PSNI have been involved, inform RQIA within 24 hours.
Where the ASC or delegated manager is not immediately available, this should not prevent action being taken or a referral being made by managers to the HSC Trust in respect of any safeguarding concern.
- Support staff must ensure any actions take account of the person we support’s wishes.
- Where it has been deemed that it is not a safeguarding issue, other alternative responses should be considered such as monitoring, support or advice to staff or volunteers.
- If it is decided that it is a safeguarding issue, the situation should be reported to the HSC Trust Designated Officer. The HSC Trust will then conduct a risk assessment and decide what response is appropriate.
- If a crime is suspected or alleged, contact the HSC Trust Designated Officer / HSC Trust Gateway Team directly.
- Act as the liaison point for any investigative activity which is required and ensure easy access to relevant case records or staff.
- Having assessed all the available information, determine what level of response is required in accordance with our Incident Reporting and Investigation Procedure and other relevant Policies.
- Ensure that the Managing Director is informed, without delay, of any situation where a person we support is identified as being in need of protection.
- Ensure accurate and timely records and any adult safeguarding forms required have been completed.

If a person we support does not want a referral made to the HSC Trust or PSNI, the ASC or delegated manager must consider the following:

- Does the person have capacity to make this decision?
- Has he/she been given full and accurate information in a way which he/she understands?
- Is he/she experiencing undue influence or coercion?
- Is anyone else at risk from the person causing harm?
- Is a crime suspected or alleged?

These factors will influence whether or not a referral without consent needs to be made. If in doubt, contact the HSC Trust Designated Officer / HSC Trust Gateway Team for advice and guidance.

If it is determined that the concern(s) do not meet the definition of an adult at risk or an adult in need of protection, the concerns raised must be recorded; including any action taken; as well as the reasons for not referring to the HSC Trust. The ASC will ensure that records of reported concerns are compiled and analysed to determine whether a number of low-level concerns are accumulating to become significant. If the service is regulated by RQIA or other bodies, then the ASC will make records available to them for inspection.

In many circumstances, there will be an emerging safeguarding concern which should be referred to the relevant HSC Trust for assessment. HSC professionals will determine whether the threshold for an adult protection intervention has been met, or whether alternative safeguarding responses are more appropriate.

5. Dealing with allegations made against a Positive Futures' staff member or volunteer

If an allegation of abuse is made against a staff member or volunteer, this must be reported to the ASC or delegated manager regardless of the wishes of the person we support. The matter will be screened by the ASC or delegated manager as detailed above. Following advice from HR (or out of hours, on the advice of an Operations Manager / Director (ASC), the member of staff may be suspended immediately without prejudice in line with the Disciplinary Policy and Procedure. Volunteers may also be suspended until the investigation has been completed in line with best practice.

HR will subsequently confirm any suspension in writing to the member of staff / volunteer and notify them of Staff Care Services for external support.

In the event of an adult safeguarding issue relating to a member of staff or volunteer, a member of the HR team will inform, and maintain liaison with, the Northern Ireland Social Care Council (NISCC) (or other relevant professional body) and the Independent Safeguarding Authority (ISA) (Vetting and Barring).

6. Further action taken by Positive Futures’ staff in partnership with the HSC Trust

The action taken by staff in the HSC Trust will follow the “Adult Safeguarding: Prevention and Protection in Partnership” Joint Protocol arrangements with the Police Service. There are identified staff within the HSC Trust and PSNI who have specific training in taking forward these procedures. For the action taken by Positive Futures’ staff in partnership with the HSC Trust, please refer to the “Pathway for Dealing with Concerns: Adult Safeguarding Operational Procedure Flowchart” in Appendix 3.

The Operations Director (ASC) / delegated manager will ensure that there is full co-operation with any formal assessment or investigation and that:

- concerns are recorded on the External Summary of Incident Report Form and/or the respective HSC Trust’s Adult Safeguarding reporting form and forwarded to the respective HSC Trust’s Designated Officer within 2 working days (or sooner if specified by the HSC Trust contractual requirements) of the original report having been made
- any Protection Plan is implemented to protect the person we support
- issues regarding the capacity and consent of the person we support will be considered
- where the ASC / delegated manager and/or HSC Trust “screens out” a particular situation, we will record decisions and rationale for decision making
- if the ASC / delegated manager disagrees with a HSC Trust decision that a particular situation is “screened out”, we will challenge this decision and record our challenge. Where Service Managers have concerns that a situation has been “screened out”, they should discuss this with their Operations Manager and seek further guidance
- relevant staff are informed of the outcome of the investigation and when it is “closed”.

7. Information to be monitored by the ASC

To meet the governance requirements set out in the Policy, the ASC will compile an annual Adult Safeguarding Position Report using the following core data:

- Number of referrals made to HSC Trusts involving both an adult at risk and an adult in need of protection
- Number of adult safeguarding discussions where the decision taken was to not refer to HSC Trust
- Any untoward event that triggered an adult protection investigation

- Adult safeguarding training opportunities provided and compliance across services
- Any action that Positive Futures plans to take to ensure it is compliant with Adult Safeguarding: Prevention and Protection in Partnership and to implement our Adult Safeguarding Policy.

The Position Report will be scrutinised by the Directors Team and Trustees on an annual basis in Quarter 1 (i.e. April – June). The Position Report will also be available for any external audit and/or regulatory inspections to demonstrate compliance with the requirements of the regional Adult Safeguarding Policy.

Adult safeguarding interim updates will be provided by the ASC to the Directors Team and Trustees.

8. Good practice guidelines

The people we support:

- need to be given time and be listened to
- will be supported through this process with due regard to their gender, marital or civil partnership status, having or not having dependants, religious or political opinion, race (including colour, nationality, ethnic or national origins or being an Irish Traveller), disability, sexual orientation and age
- will be supported to access advocacy and/or counselling where it is appropriate
- need to be provided with a network of consistent support with time being given to emotional and practical issues
- will have a consistent named person to co-ordinate support within our services.

In some instances, the abused person may not wish family members to be informed and/or involved and this always needs careful consideration.

However, for family members and/or carers, it is recognised that:

- time needs to be given to family members who are affected
- they may need counselling and this can be offered through a local victim support scheme or specialist voluntary agencies
- they may need to be directed to other agencies for support as appropriate.

Staff and volunteers:

- should be offered support by their line manager as appropriate and if relevant offered access to Staff Care Services

- will require clear direction and explanations of the relevant Procedures and Policies, especially those of the other agencies involved. These may need to be revisited on a regular basis
- throughout the process, the training / support needs of the staff member or volunteer should be identified through, for example, Person Centred Supervision sessions.

Shared Lives Carers should:

- observe and listen to the person
- keep a daily record of things that happen and share that record with parents / carers
- follow the Adult Safeguarding Policy and Procedure
- record any incidents, however minor, that happen during the stay
- always inform parents / carers about things that happen during the stay, including accidents
- record concerns or suspicious injuries
- report concerns promptly to the Shared Lives Social Worker
- reassure a person in a Shared Lives placement who makes a disclosure about abuse, neglect or exploitation that he/she has been heard and believed
- ensure that any restrictive practices are questioned and reviewed
- be aware of the principles of good practice outlined in this Policy and Procedure
- attend training courses.

9. Confidentiality

All written records of alleged, reported, or suspected abuse are **strictly confidential** and must not be disclosed to any person except on a “need to know” basis. Those people who will need to know are those to whom the allegations or suspicions have been reported and may include the HSC Trust’s Designated Officer and the PSNI.

You should not discuss the allegations or suspicions of abuse with anyone except those who “need to know”.

Dos	Don'ts
Stay calm	Do not panic
Listen and hear. Give time to the person to say what they want	Do not ask leading questions
Reassure the person that he/she has done the right thing in telling	Do not try to “investigate” what has happened
Record in writing what was said as soon as possible	Do not inquire into details of the abuse
If urgent medical / police help is required, call the emergency services	Do not leave details of your concerns on a voicemail or by email
Ensure the immediate safety of the person	Do not gossip about the disclosure or pass on the information to anyone who does not have a legitimate need to know
Report immediately to line manager / Shared Lives Social Worker / Operations Manager / Director (ASC)	Do not promise to keep secrets
	Do not make the person repeat the story unnecessarily
	Do not delay

Appendix 1

The rights of adults at risk of harm

The rights of adults at risk of harm to live a life free from neglect, exploitation and abuse are protected by the Human Rights Act 1998. Specifically, an adult's right to life is protected under Article 1; their right to be protected from inhuman and degrading treatment under Article 3; and their right to liberty and security under Article 5.

The people we support have the right to feel safe and secure in their own home and be protected from the impact of the behaviour of anyone they live with.

List of Human Rights Articles from legislation.gov.uk

ART 2 Right to life

ART 3 Prohibition of torture

ART 4 Prohibition of slavery and forced labour

ART 5 Right to liberty and security

ART 6 Right to a fair trial

ART 7 No punishment without law

ART 8 Right to respect for private and family life

ART 9 Freedom of thought, conscience and religion

ART 10 Freedom of expression

ART 11 Freedom of assembly and association

ART 12 Right to marry

ART 14 Prohibition of discrimination

ART 16 Restrictions on political activity of aliens

ART 17 Prohibition of abuse of rights

ART 18 Limitation on use of restrictions on rights

Signs of abuse or neglect

Types of Abuse

Abuse is “a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to another individual or violates their human or civil rights’.

Abuse is the misuse of power and control that one person has over another. It can involve direct and indirect contact and can include online abuse.

(Adult Safeguarding: Operational Procedures, September 2016, p.7)

The main forms of abuse are:

- physical abuse, including inappropriate restraint or use of medication
- sexual violence and abuse
- psychological / emotional abuse
- financial and material abuse
- neglect and acts of omission
- institutional abuse
- exploitation
- discriminatory abuse
- mate crime.

Physical Abuse

Physical abuse is the use of physical force or mistreatment of one person by another which may or may not result in actual physical injury. This may include:

- hitting, slapping, pushing, kicking, rough handling
- force feeding
- improper administration of medication
- exposure to heat or cold
- inappropriate sanctions, unjustified denial of rights
- restrictions on the freedom of movement (deprivation of liberty).

In some instances, it can be difficult to confirm as injuries can be sustained through frailty and other medical conditions. Medical opinion may be required as not all physical signs of bruising are the result of abuse.

Signs:

- black eyes, bite marks, fingernail marks, scratches
- injuries not consistent with explanation given / medical findings, bruises
- repeated attendance at GP surgeries or Accident & Emergency Departments for injuries which are not adequately explained
- signs of malnutrition, pressure sores, signs of force feeding e.g. bruising around the mouth
- poor safety standards, inadequate heating
- inappropriate drug therapy
- non-treatment of illness or injury
- substance misuse
- withdrawal of supplied aids e.g. hearing aids, glasses
- change in personality / behaviour.

Sexual Violence and Abuse

Sexual abuse is any behaviour (physical, psychological, verbal, virtual / online) perceived to be of a sexual nature which is controlling, coercive, exploitative, harmful, or unwanted that is inflicted on anyone (irrespective of age, ethnicity, religion, gender, gender identity, sexual orientation or any form of disability).

Sexual violence and abuse can take many forms and may include non-contact sexual activities, such as indecent exposure, stalking, grooming, being made to look at or be involved in the production of sexually abusive material, or being made to watch sexual activities. It may involve physical contact, including, but not limited to, non-consensual penetrative sexual activities or non-penetrative sexual activities, such as intentional touching (known as groping). Sexual violence can be found across all sections of society, irrelevant of gender, age, ability, religion, race, ethnicity, personal circumstances, financial background or sexual orientation.

Signs:

- avoidance or fear
- pain, bruising or bleeding in the genital, vaginal or anal areas
- blood stained underclothing
- difficulty in sitting / walking
- frequency of urine / other discharges
- venereal disease
- oral bruising or ulceration
- inappropriate relationships
- overt sexual behaviour / language

- love bites
- change in personality / behaviour
- sexual behaviour / language, which is not in keeping with the level of the individual's sexual knowledge.

Psychological and Emotional Abuse

Psychological / emotional abuse is behaviour that is psychologically harmful or inflicts mental distress by threat, humiliation or other verbal / non-verbal conduct. This may include:

- threats of harm or abandonment
- deprivation of contact
- humiliation, name-calling
- shouting, yelling, swearing and blaming
- controlling, intimidation, coercion
- verbal or racial abuse, isolation or withdrawal from services or supportive networks
- it also includes denial of basic rights, such as choice, opinion or privacy.

Signs:

- withdrawn, agitated or fearful behaviour
- isolation
- inappropriate or improper dress
- unkempt or unwashed appearance
- overt subservience, anxious to please
- uncooperative, aggressive behaviour
- denied or unreasonable restricted access
- change in personality / behaviour
- absence of purposeful activity over prolonged periods
- the adult being spoken to in a dismissive or derogatory manner.

Financial Abuse

Financial abuse is actual or attempted theft, fraud or burglary. It is the misappropriation or misuse of money, property, benefits, material goods or other asset transactions which the person did not or could not consent to, or which were invalidated by intimidation, coercion or deception. This may include:

- exploitation
- pressure in connection with wills, property, inheritance, or financial transactions

- the misuse or misappropriation of property, possessions or benefits.

Signs:

- unpaid bills
- lack of food
- unkempt appearance
- unexplained withdrawal of money from accounts
- disparity between the person's assets and their living conditions
- inappropriate interest by family members or others in assets.

Neglect

Neglect occurs when a person deliberately withholds, or fails to provide, appropriate and adequate care and support which is required by another adult. It may be through a lack of knowledge or awareness, or through a failure to take reasonable action given the information and facts available to them at the time. It may include:

- physical neglect to the extent that health or wellbeing is impaired
- administering too much or too little medication
- failure to provide access to appropriate health, social care or educational services
- withholding the necessities of life, such as medication, adequate nutrition, heating or clothing
- failure to intervene in situations that are dangerous to the person concerned or to others, particularly when the person lacks the capacity to assess risk.

Signs:

- lack of appropriate food or clothing
- unkempt appearance
- signs of malnutrition
- inadequate heating
- lack of essential equipment
- pressure sores and/or poor hygiene.

NB. The Safeguarding Adults: Prevention and Protection in Partnership Policy does not include self-harm or self-neglect within the definition of an 'adult in need of protection'. Each individual set of circumstances will require a professional HSC Trust assessment to determine the appropriate response and consider if any underlying factors require a protection response. For

example, self-harm may be the manifestation of harm which has been perpetrated by a third party and which the adult feels unable to disclose.

Institutional Abuse

Institutional abuse is the mistreatment or neglect of an adult by a regime or individuals in settings which adults who may be at risk reside in or use. Institutional abuse can occur when inappropriate practices or systems are employed within services which deny the people using these services their rights of choice, privacy and independence, and when staff become desensitised and accept poor practice at one end of the spectrum through to pervasive ill treatment or gross misconduct at the other. This may include inappropriate use of restrictive practices or a failure to review and revise such practices. It involves the collective failure of a service provider to ensure that the necessary preventative and/or protective measures are in place.

Signs:

- failure to account for incidents
- poor record keeping
- unsatisfactory response to complaints
- lack of individual support plans (properly implemented and reviewed)
- lack of flexibility in terms of choice
- punitive methods
- restrictive practices
- failure to review any restrictive practices regularly
- lack of appropriate amenities
- people using the service appear anxious / depressed / frightened
- lack of stimulation
- poor moving and handling practices
- people using the service are reluctant / fearful to talk about their support / services
- people unconnected with the service not able to see people using the service alone.

Exploitation

Exploitation is the deliberate maltreatment, manipulation or abuse of power and control over another person; to take advantage of another person or situation usually, but not always, for personal gain from using them as a commodity. It may manifest itself in many forms including:

- slavery

- servitude
- forced or compulsory labour
- domestic violence and abuse
- sexual violence and abuse, or human trafficking.

This list of types of harmful conduct is neither exhaustive, nor listed here in any order of priority. There are other indicators which should not be ignored. It is also possible that if a person is being harmed in one way, he/she may very well be experiencing harm in other ways.

Discriminatory Abuse

Discriminatory abuse may include racist, sexist or homophobic abuse or abuse that is based on a person's disability. They may be subject to forms of harassment, slurs or different treatment. Discriminatory abuse can also be recognised as a “hate crime”.

The response to adults at risk experiencing hate crime will usually be to report the incident to the PSNI.

Signs:

- harassment, including unwelcome comments and gestures
- jokes of a derogatory nature
- offensive language
- the presence of offensive materials or graffiti
- bullying, including verbal abuse and comments about the person's condition which are experienced as insults
- it encompasses exclusion because of the person's disability
- shunning of particular people or other differential treatment, including lack of attention to dietary needs or failure to provide suitable food
- failure to provide for cultural needs.

Mate crime

People with a learning disability, acquired brain injury or autistic spectrum condition can be befriended by people who then exploit them. These are groups and individuals who pretend to be friends but who are really taking advantage of the person. This abuse can be physical, emotional, sexual, and financial. The individual's need for a relationship can lead to mate crime.

Signs:

- harassment, including unwelcome comments and gestures
- changes in routine, behaviour, appearance, finances
- changes in household (e.g. a number of new people visiting or staying over, a lot of new “friends”, more noise or rubbish than there normally is)
- unexplained injuries
- being involved in sexual acts which they have not agreed to
- losing weight
- not taking care of themselves and looking dirty or scruffy
- bills not being paid
- a “friend” who does not respect, bullies or undermines the person
- suddenly short of money, losing possessions or changing their will
- the person “doing what they are told to” by a “friend”
- showing signs of mental ill health
- not being with usual networks of friends / family or missing weekly activities
- goods or packages arriving at a person’s house (and then being collected by someone else soon after)
- the house is a mess after parties.

(Taken from Warwickshire County Council, Learning Disability Service, Hate and Mate Crime Handbook 2012)

Appendix 2 Contact List

(please file in Handover Folders in spare rooms)

Designated Officer Contact Details: Positive Futures

Positive Futures Service	Designated Officer Contact Details
<ul style="list-style-type: none"> • Autism Outreach Service • Families Matter Shared Lives Service • Lakeland Family Support Service • Ormiston SLS • The Arches Family Support Service 	<p>Paul Roberts Executive Director / Adult Safeguarding Champion</p>
<ul style="list-style-type: none"> • Crescent SLS • East Coast SLS • Lagan SLS • Wheatfield Short Break Service 	<p>Anne Magee Operations Manager</p>
<ul style="list-style-type: none"> • Lakeland SLS • Mid Ulster SLS • Southern Area Housing Support Service • Sperrin SLS • Willows SLS 	<p>Joanne Grimes Operations Manager</p>
<ul style="list-style-type: none"> • Ards Peninsula SLS • Foyle Community Outreach Service • Lagan SLS • Windermere SLS 	<p>Nicola Johnston Operations Manager</p>

Contacting the Adult Protection Gateway Service

HSC Trust	Contact Details 9.00am – 5.00pm
Belfast	All referrals to be made to: 028 9615 0900 adultsafeguardingLD@belfasttrust.hscni.net
Northern	In first instance, contact Key Worker or Care Manager, otherwise contact the Adult Protection Gateway Team. adultsafeguarding@northerntrust.hscni.net 028 9441 3659
South Eastern	In first instance, contact Key Worker, otherwise contact the Adult Protection Gateway Team. adultprotectiongatewayteam@setrust.hscni.net 028 9250 1227 For people we support associated with the North Down and Ards Learning and Physical Disability Teams, submit the APP1 to adultdisabilityNDA.APP1@setrust.hscni.net , cc the Key Worker and danielle.knowles@setrust.hscni.net
Southern	In first instance, contact Key Worker or Care Manager, otherwise contact the Adult Protection Gateway Team. adultsafeguarding.team@southerntrust.hscni.net 028 3756 4423
Western	In first instance, contact Key Worker, otherwise contact the Adult Protection Gateway Team. adultsafeguarding.referral@westerntrust.hscni.net 028 7161 1366

Regional Emergency Social Work Service (RESWS) Out of Hours

The regional out of hours social work service provides an emergency social work response across Northern Ireland on an out of hours basis:

Tel: 028 9504 9999

(Mon-Fri 5pm-9am; 24 hours at weekends and public / bank holidays)

Professionals can also use this number or can complete written alerts on known cases and email to: resws1@belfasttrust.hscni.net

**Police Service of Northern Ireland
Non-emergency Contact Number Tel: 101**

Alleged or suspected abuse, whether sexual or non-sexual, should be reported to the Central Referral Unit. You will be put in contact with a specially trained police officer.

Regulation and Quality Improvement Authority

**Contact details for referrals to RQIA between
9.00am – 5.00pm Monday to Friday**

The Regulation and Quality Improvement Authority
James House
2-4 Cromac Avenue
Belfast
BT7 2JA
028 9536 1111

Appendix 3 Pathway for Dealing with Concerns Adult Safeguarding Operational Procedure Flowchart

