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| Safeguarding Adults Practice Guidance  **Supporting people at risk**  This guidance explains the different multi-agency systems and processes that exist to support people who may be at risk and provides clear criteria for referral into these multi-agency systems and processes. |

Newcastle has good systems and processes in place that help to support people who are at risk of harm. Agencies work together, often with the individual(s) concerned, to share information, identify risk and agree a plan to reduce or manage the risks.

**By using this guidance it should ensure that:**

* Where there is a concern about an individual, statutory and non-statutory multi-agency processes are considered;
* Information is shared across the different systems/processes where more than one criteria apply;
* Processes are not duplicated for the same individual/situation.

Section 1 (pages 3-4) details the **statutory processes** that exist to try and reduce risks and prevent harm. Where the criteria apply, these processes should always take precedence.

Section 2 (pages 5-9) details other **non-statutory processes** which should be considered should the statutory processes not apply.

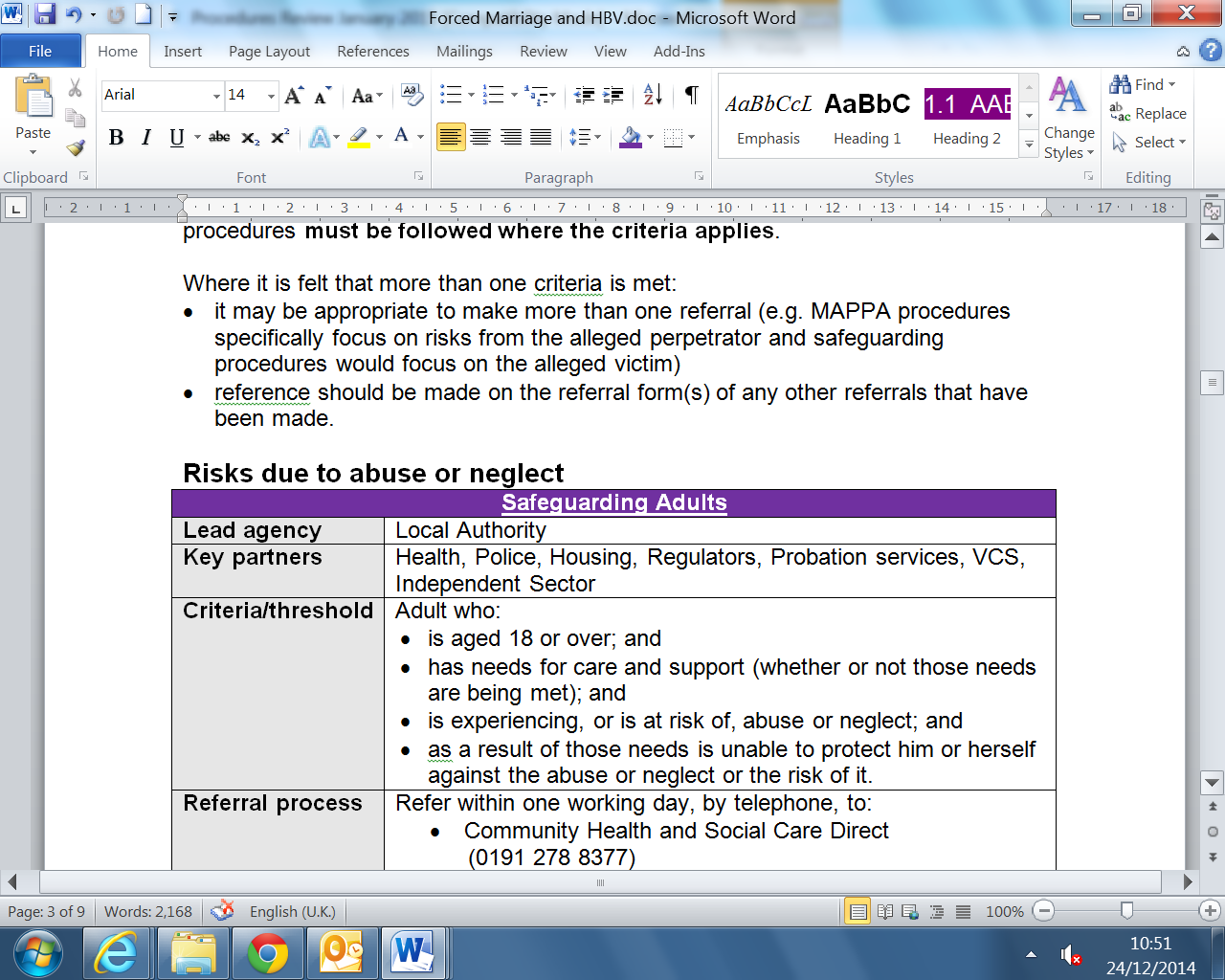
Information sharing guidance:

* Share information with consent of the person where appropriate.
* Consider overriding consent or not seeking consent where: there is a serious risk of harm; it is in the public interest; it is to prevent/detect a crime; or others are at risk.
* Data protection should not be a barrier to sharing information to protect a person(s) at risk of harm.
* The circulation of meeting minutes / information will be agreed and recorded at the time of the relevant meeting. This should always include discussion (and record of decision) as to sharing of any information with an alleged victim / perpetrator. This should take into account who owns (the author) of the information and the impact that this might have on the person and others.

This document does not detail single-agency responses to support people at risk e.g. assessment for health or care needs and associated provision of services/support. These are often, and should continue to be, used to support people at risk outside of multi-agency frameworks.

Where available, hyperlinks to useful web pages are embedded within the heading of each different process e.g.:

Hyperlink



**In all circumstances**

* Consider any immediate risks and contact emergency services if required

**You should also consider**

* Discussing the case with your line manager
* Seeking advice from any of the referral points/contacts listed below

**Section 1: Statutory**

These processes are all governed by legislation or statutory guidance. The procedures **must be followed where the criteria applies**.

Where it is felt that more than one criteria is met:

* it may be appropriate to make more than one referral (e.g. MAPPA procedures specifically focus on risks from the alleged perpetrator and safeguarding procedures would focus on the alleged victim)
* reference should be made on the referral form(s) of any other referrals that have been made.

**Risks due to abuse or neglect**

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| [**Safeguarding Adults**](http://www.newcastle.gov.uk/health-and-social-care/adult-social-care/report-suspected-adult-abuse) | |
| **Lead agency** | Local Authority |
| **Key partners** | Health, Police, Housing, Regulators, Probation services, VCS, Independent Sector |
| **Criteria/threshold** | Adult who:   * is aged 18 or over; and * has needs for care and support (whether or not those needs are being met); and * is experiencing, or is at risk of, abuse or neglect; and * as a result of those needs is unable to protect him or herself against the abuse or neglect or the risk of it. |
| **Referral process** | Refer within one working day, by telephone, to:   * Community Health and Social Care Direct   (0191 278 8377)  OR   * Allocated Social Worker if known   Referral to be followed up in writing using Safeguarding Adults Initial Enquiry Form (former SAMA1).  Advice can be sought from referral points or Safeguarding Adults Unit: 0191 278 8156 |
| **Timescales following referral** | A decision will be made by Adult Social Care within one working day whether the Safeguarding Adults Enquiry will continue. |

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| [**Safeguarding Children**](http://newcastlescb.proceduresonline.com/) | |
| **Lead agency** | Local Authority |
| **Key partners** | Health, Education, Police, Housing, Regulators, Legal, Commissioning, Probation, VCS, Independent Sector |
| **Criteria/threshold** | **Child** (aged under 18) **is experiencing or may already have experienced abuse or neglect or is suffering, or likely to suffer 'significant harm' in the future.** This includes Child Sexual Exploitation (CSE). |
| **Referral process** | Refer by telephone, to:   * Initial Response Service (0191 277 2500)   OR   * Out of Hours – 0191 278 7878   Alert to be followed up in writing (within 48 hours) |
| **Timescales following referral** | A decision will be made by Children’s Social Care within three working days on whether safeguarding children procedures need to continue. |

**Risks from serious/violent offenders**

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| [**MAPPA/PDP**](http://www.northumbria-probation.co.uk/protectingthepublic/mappa.html)  Multi Agency Public Protection Arrangements/Potentially Dangerous Person | |
| **Lead agency** | Probation |
| **Key partners** | Police, Housing, Health, Local Authority, Independent Sector, VCS, Prison Service |
| **Criteria/threshold** | Referral into **MAPPA** occurs when offenders assessed as posing a high or very high risk of causing serious harm and where the risk posed requires management at a senior level through a multi-agency collaboration. Registered sex offender (category 1); violent or other sex offender (category 2); other offender, where their previous offence suggests they may cause serious harm to the public (category 3).  Referral into **PDP** occurs when person who is not eligible for management under MAPPA but whose behaviour gives reasonable grounds for believing that there is a present likelihood of them committing an offence or offences that will cause serious harm'A 'present likelihood' reflects 'imminence' and that the potential event is more likely than not to happen |
| **Referral process** | All MAPPA and PDP referrals should be sent via secure email to the central MAPPA mailbox: [nps.mappa.northumbria@northumbria.probation.gsi.gov.uk](mailto:nps.mappa.northumbria@northumbria.probation.gsi.gov.uk)  Referral forms for MAPPA and PDP can be obtained from this email address. |
| **Timescales following referral** | The MAPPA Screening Panel meets weekly (Friday) and considers both MAPPA and PDP referrals received by the Thursday of that week.  Feedback to referrer is sent out within 10 days of receipt of the referral. |

**Section 2: Non Statutory**

These processes are non-statutory but are equally as helpful in supporting people who may be at risk when the statutory procedures above do not apply.

**Risks due to domestic violence**

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| [**MARAC**](http://www.newcastle.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults-information-for-professionals/community-safety)  Multi Agency Risk Assessment Conference | |
| **Lead agency** | Police |
| **Key partners** | Housing, Health, Local Authority, Victim Support, VCS, Independent Sector, Probation |
| **Criteria/threshold** | **High risk domestic abuse cases** (use CAADA-DASH Risk Identification Checklist to see if criteria applies) |
| **Referral process** | Complete MARAC referral form.  Refer via agency Single Point of Contact (if not sure contact MARAC Coordinator via Northumbria Police 101) |
| **Timescales following referral** | The MARAC meets fortnightly and should cases be accepted the referral will be discussed at the next possible meeting. The case is only likely to be discussed at two meetings: when it is first discussed and at the following meeting to review agreed actions. Should a further incident happen or risks change then a repeat referral should be made. |

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| **Domestic Abuse (not meeting MARAC criteria)** | |
| **Lead agency** | Local Authority and Police |
| **Key partners** | Housing, Health, Victim Support, VCS, Independent Sector, Probation |
| **Criteria/threshold** | Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults, aged 16 and over who are or have been intimate partners or are family members, regardless of gender and sexuality. |
| **Referral process** | Via safeguarding procedures if above criteria is met. Remember that children are always impacted by domestic abuse whether they are directly abused or from hearing, witnessing or intervening in incidents.  Via Protecting Vulnerable People Unit – 101  In an emergency 999  For advice: 0800 066 5555 |
| **Timescales following referral** | Dependent upon individual circumstances |

**Risks due to hate crime/incidents**

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| [**ARCH**](https://www.newcastle.gov.uk/your-council-and-democracy/equality-diversity-and-citizenship/our-equality-services/reporting-racist-and-homophobic-incidents) | |
| **Lead agency** | Local Authority |
| **Key partners** | Police |
| **Criteria/threshold** | An incident motivated by the offender’s prejudice against the victim, based on a perceived difference.  The types of hate incident are: racist, faith-based, homophobic, disability-based, or transphobic.  If case meets safeguarding criteria, referral will be made. |
| **Referral process** | Telephone: 0800 032 3288 or reporting in person to ARCH Reporting Centre. Anyone can make a referral. |
| **Timescales following referral** | Each referral agency has a specific timescale depending on which organisation it is. The maximum timescale is 72 hours. |

**Risks due to radicalisation (related to terrorism)**

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| [**Prevent**](http://www.northumbria.police.uk/advice_and_information/crime_prevention/terrorism/) | |
| **Lead agency** | Police/Local Authority |
| **Key partners** | Health, Education (including Universities), Border Agency, Fire Service, Prisons, Housing, Independent Sector, VCS |
| **Criteria/threshold** | Vulnerable individuals (all age) who may be exploited, radicalised or drawn into terrorism/violent extremism. |
| **Referral process** | Children and adults with care and support needs – via local safeguarding procedures (see above).  Other adult – Northumbria Police (101)  Out of area concern – appropriate local authority or Police |
| **Timescales following referral** | As per safeguarding procedures, otherwise dependent upon level of risk identified. |

**Risks due to multiple exclusion and rough sleeping**

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| **Common Case Management Group (CCMG)** | |
| **Lead agency** | Local Authority |
| **Key partners** | Housing, Health, Police, Probation, voluntary sector, drug and alcohol services. |
| **Criteria/threshold** | Individuals with multiple needs, including those who are rough sleeping or at risk of homelessness and those struggling to access and sustain both support and accommodation services.The group specifically focuses on those clients who are at risk of homelessness (including rough sleeping) or where risks have been identified linked to substance misuse, mental or physical health problems and offending. |
| **Referral process** | For CCMG: Via Temporary Accommodation Manager, Cherry Tree View, 0191 2771737  For Complex Needs Panel: Via the CCMG |
| **Timescales following referral** | Weekly meeting every Wednesday at 2.00pm |

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| **Complex Needs Panel** | |
| **Lead agency** | Local Authority |
| **Key partners** | Housing, Health, Police, Probation, Voluntary sector drug and alcohol treatment services. |
| **Criteria/threshold** | A Complex Needs Panel will be considered when there is a clear deterioration in behaviour and assessed risk despite repeated interventions via the CCMG. The focus is those clients who are at risk of homelessness (including rough sleeping) or where risks have been identified linked to substance misuse, mental or physical health problems and offending. |
| **Referral process** | Via the CCMG |
| **Timescales following referral** | Complex Needs Panel will be convened as soon as possible following CCMG meeting. |

**Risks due homelessness**

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| [**Prevention of Eviction Protocol**](http://www.yhn.org.uk/pdf/Preventing%20Evictions%20Protocol%20Final%20April%202009.pdf) | |
| **Lead agency** | Local Authority and Your Homes Newcastle (YHN) |
| **Key partners** | YHN, Adult Social Care, Children’s Social Care, social care commissioners, general needs housing providers. |
| **Criteria/threshold** | Protocol covers three key areas:   1. Action to be taken before a tenancy starts to identify whether an applicant may be vulnerable, and to take steps to minimize any risk to the tenancy. 2. Action to be taken during the tenancy to deal with any problems which arise. 3. Action to be taken where there is a threat of eviction and loss of the home, to prevent homelessness   The working definition in use in this Protocol is that a person is vulnerable if it is considered that they either:   * Receive support (housing-related or other support, or social care) from an agency with whom a housing officer can jointly work as described in this Protocol; or * Need support in order to manage a tenancy and would not be able to manage a tenancy without outside assistance beyond ordinary housing management. If support cannot be secured, this Protocol is not applicable. |
| **Referral process** | Vulnerability should be highlighted and/or identified at the application stage for a property and a Preventing Eviction Plan made.  If it is about a problem arising during the tenancy then contact should be made with the relevant Housing Officer who will decide whether a case meeting and a review of the Preventing Eviction Plan is required.  Where there is a risk of eviction, a case meeting should be convened and a review of the Preventing Eviction Plan is required. |
| **Timescales following referral** | n/a |

**Risks due to anti-social behaviour**

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| **AVATAH**  A Victim Approach to Anti-social behaviour Hub | |
| **Lead agency** | Local Authority and Police |
| **Key partners** | Police, HASBET, Local Authority (Regulatory Services), Victim Support, Safe Newcastle |
| **Criteria/threshold** | Vulnerable victims (not meeting safeguarding adults criteria) of anti-social behaviour no matter what the tenure of the property is. |
| **Referral process** | Complete victim vulnerability assessment  Complete AVATAH referral form and send to AVATAH Coordinator (contact AVATAH Coordinator for referral form: 0191 211 6117)  Links into HASBET (see below). |
| **Timescales following referral** | AVATAH Meetings have a two week cycle on a Tuesday. Referrals will be considered at the next meeting. |

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| [**HASBET**](http://www.yhn.org.uk/tenancy_services/anti_social_behaviour-1/what_is_hasbet.aspx)  Housing and Anti-Social Behaviour & Enforcement Team | |
| **Lead agency** | Your Homes Newcastle (YHN) |
| **Key partners** | Police, Victim Support |
| **Criteria/threshold** | Victims of anti-social behaviour who live in a YHN property or those who are victims of anti-social behaviour where the perpetrator is a YHN tenant. |
| **Referral process** | Online reporting form, in person at YHN Office, or via telephone. |
| **Timescales following referral** | Dependent upon each case. A Housing Enforcement Officer will be assigned to a case and will set out clear timescales for their investigation. |

**Risks within communities/neighbourhoods**

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| **SNAPS**  Safe Neighbourhood and Problem Solving | |
| **Lead agency** | Police and Local Authority |
| **Key partners** | Housing, Probation, Elected Member for Ward, Fire Service |
| **Criteria/threshold** | A group where members share information about community safety issues that are happening in a particular ward. Issues could include: environmental health, parking, anti-social behaviour etc |
| **Referral process** | The meetings consider emerging and potential problems. These can be identified in a variety of different ways: crime or disorder information, information from the public passed onto Elected Members, other intelligence from SNAPS members. |
| **Timescales following referral** | There are different meeting cycles depending on the Ward. |

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| **SAPS**  Stand-Alone Problem Solving | |
| **Lead Agency** | Dependent on case. |
| **Key Partners** | Specific to case. |
| **Criteria/threshold** | Meetings are in response to emerging issues which require focused multi-agency intervention. |
| **Referral process** | Via SNAPS meetings. |
| **Timescales following referral** | Dependent on case. |