



Safeguarding policy

Policy Statement

Safeguarding is a fundamental part of The Glendale Gateway Trust's work to make life better for the people of Glendale and our commitment to safeguarding is reflected in the values of our organisation.

The purpose of this policy statement is:

1. To protect adults at risk, who engage with GGT's services and activities, from harm.
2. To provide staff, trustees and volunteers with the principles and processes that guide our approach to adults at risk protection.

This policy applies to anyone working for or on behalf of GGT including staff, trustees, volunteers and sessional workers. GGT abides by the duty of care to safeguard and promote the welfare of adults at risk and is committed to safeguarding practices that reflect statutory responsibilities, government guidance and complies with best practice requirements.

GGT recognises that everyone who participates in our activities is entitled to do so in a safe and enjoyable environment. All adults have the right to be safe from harm and must be able to live free from fear of abuse, neglect and exploitation. We are committed to helping all staff, trustees and volunteers accept their responsibility to safeguard adults at risk, from harm and abuse. All suspicions and allegations of abuse and poor practice will be taken seriously and responded to swiftly and appropriately.

Legal Framework & Definitions

The Care Act 2014 sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect.

- An Adult at Risk is a person aged 18 or over who is in need of care and support regardless of whether they are receiving them, and because of those needs are unable to protect themselves against abuse or neglect.
- Abuse is a violation of an individual's human and civil rights by another person or persons.
- Adult safeguarding is protecting a person's right to live in safety, free from abuse and neglect. Capacity refers to the ability to make a decision at a particular time, for example when under considerable stress. The starting assumption must always be that a person has the capacity to make a decision unless it can be established that they lack capacity (MCA 2005).

Mental Capacity Act 2005

The Mental Capacity Act is about whether an individual has the capacity to make a specific decision at a specific time and if they are unable because they lack capacity as a result a mental disorder of the mind. This includes not being able to:

- Understand information given to them about a particular decision
- Retain that information long enough to be able to make the decision
- Weigh up the information available to make the decision
- Communicate their decision.

Types of Abuse:

The Care Act 2014 defines the following ten areas of abuse. These are not exhaustive but are a guide to behaviour that may lead to a safeguarding enquiry. This includes:

- **Physical abuse** - Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic violence/ Domestic abuse** - This could be any of the indicators of abuse relating to physical, psychological/emotional, sexual or financial but by a person with whom you have a close family or intimate relationship such as a partner, child, parent.
- **Sexual abuse** - Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography. Witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Psychological or emotional abuse** - Including threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial or material abuse** - Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery** - Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and those who coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Discriminatory abuse** - Including forms of harassment, slurs or similar treatment because you are, or are perceived to be different due to race, gender and gender identity, age, disability, sexual orientation or religion.
- **Organisational or institutional abuse** - Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example or in

relation to care provided in one's own home. This may range from one off incidents to long-term ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes or practices within an organisation.

- **Neglect or acts of omission** - Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Self-neglect** - This covers a wide range of behavior, neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. There is a difference between what constitutes a safeguarding incident that requires a statutory response and an incident that is rooted in concern for someone's general wellbeing.

Guiding Principles of Adult Safeguarding

In the safeguarding of adults, GGT is guided by the six key principles set out in The Care Act 2014 and Making Safeguarding Personal. We aim to demonstrate and promote these six principles in our work:

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent
- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – The least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in greatest need.
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability** – Accountability and transparency in delivering safeguarding.

Responsibilities

GGT Safeguarding Policy will be available to all staff, trustees, volunteers and any persons engaging with our activities or services. All complaints, allegations or suspicions must be taken seriously with the Designated Safeguarding Lead passing information to the appropriate Head of Safeguarding and informing the appropriate designated trustee where relevant.

Everyone's responsibility - Everyone at GGT has a responsibility to keep adults at risk safe from abuse and neglect.

Prevention – We will put sensible measures in place to prevent abuse, including the use of safe recruitment practices, promoting safe working practice and raising awareness of

safeguarding. We will act early to prevent harm before it occurs, including staff training to recognise warning signs.

Protection – We will provide policy, procedures, information and training to enable all GGT staff to identify and respond appropriately to concerns about abuse. We will provide support and representation for those at highest risk.

Partnership - GGT will work in Partnership with statutory, regulatory and other relevant organisations to ensure that safeguarding concerns are responded to appropriately.

Accountability - We aim to be transparent in our approach and recognise the need for continuous learning and improvement.

Culture – We will maintain a safeguarding culture where staff and volunteers, children, young people and adults at risk treat each other with respect and are comfortable about sharing concerns.

Environment -We will ensure that we provide a safe physical environment for children, young people, adults at risk, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance.

Training and Awareness:

We will keep adults at risk safe by following safer recruitment practices to ensure employees and volunteers are suitable to act in their roles, which includes facilitating the required Disclosure & Barring Services process where relevant. Employees, trustees and volunteers are made aware of how this policy can be accessed. GGT will ensure an appropriate level of safeguarding training is available to its Trustees, Employees, Volunteers and any relevant persons linked to the organisation who requires it (e.g. contractors).

We will ensure that all relevant people;

- Understand what safeguarding is and their role in safeguarding adults at risk
- Receive the appropriate level of knowledge and have access to safeguarding training to Recognise and manage safeguarding concerns
- Know how to respond and where to go for advice and assistance
- Understand the importance of balancing choice and control with safety
- Know about different types of abuse and neglect
- Support people to keep safe
- Know who to tell about suspected abuse or neglect

Roles and Responsibilities

All staff and volunteers

Every individual working for GGT, irrespective of their role, has a part to play in safeguarding adults who need care and support. All staff will undertake training and must familiarise themselves with our Safeguarding Policy and Procedures.

Trustees

GGT trustees approve the Safeguarding Policy and have a duty of care to their charity, which includes taking the necessary steps to safeguard those at risk from abuse, managing risk and protecting the reputation of the charity.

Operations Manager

The Operations Manager has a responsibility to ensure that safeguarding is included, where appropriate, in the strategic plans, risk assessments and communications. In some cases, they will be required to make decisions in relation to complex or serious safeguarding concerns.

The Operations Manager is responsible for ensuring that they, and the staff that they supervise, are aware of GGT's safeguarding policy and procedures and access relevant training. They should promote the discussion of safeguarding at team meetings and as part of supervision or one-to-one meetings.

The Operations Manager is also the Head of Safeguarding (supported by the Designated Lead for Safeguarding) at GGT. They are responsible for developing and assuring safeguarding activity across GGT and supporting best practice for external stakeholders.

GGT Contractors

Contractors and third parties will make their own arrangements for safeguarding in accordance with the GGT's Safeguarding Policy.

Breaches of Policy

Failure to comply with the GGT safeguarding policy may be managed in a number of ways, depending on the nature and consequences of any incident. In some cases a combination of responses may be required.

- Local authority co-ordinated safeguarding investigation
- Police investigation
- Referral to the Disclosure & Barring Service (DBS)
- People & Performance disciplinary process
- Serious incident reporting to The Charity Commission
- Internal review or co-operation with an external review

Equality Statement

GGT is committed to providing services which embrace diversity and that promote equality of opportunity. Everyone who accesses our services or works for us in a paid or voluntary capacity should be safe, empowered to play a part in promoting their own welfare and that of others and able to live a life free from abuse. This applies to all, regardless of age, sex, identity, ethnicity, disability, sexuality or belief.

Confidentiality and Information Sharing

GGT expects all employees, volunteers and trustees to maintain confidentiality. Information will only be shared in line with General Data Protection Regulations (GDPR) and Data Protection. However, information should be shared with the Local Authority if an adult is deemed to be at risk of harm or they pose a risk of harm to another. You should contact the police if they are in immediate danger, or a crime has been committed.

Associated documents

- GGT Health and Safety Policy

Important Contacts:

Head of Safeguarding

Name: Lesley Robson
Email address: lesley@wooler.org.uk
Telephone number: 07778 210334

Designated Lead for Safeguarding

Name: Gemma Dresser
Email address: gemma@wooler.org.uk
Telephone number: 01688 282406

Designated Trustee for Safeguarding

Name: Michael Allmey
Telephone number: 01668 282406

Statutory Contact Numbers - Safeguarding

- Police; Emergency – 999; Non-emergency – 101
- NCC Onecall – Adult Safeguarding concerns – 01670 536400 (24hrs)

Flowchart for Raising a Safeguarding Concern

- If an adult at risk is in imminent danger staff and volunteers are to take immediate action by calling 999.
- If the situation is not an emergency, inform the Designated Safeguarding Lead.
- No staff member or volunteer are to investigate any accusation, disclosure or incident
- DSL informs the Head of Safeguarding
- Head of Safeguarding may inform the Designated Trustee for Safeguarding
- DSL provides you with advice and support
- We inform the adult at risk of the action we propose to take.
- We seek their agreement for any referral.
- We ensure that they are kept informed about what will happen next, so they can be reassured about what to expect.
- We endeavour to ensure that they are safe and supported before proceeding with any other action.
- We inform the adult at risk if GGT plan to seek advice from or report concerns to an external agency.
- DSL calls the appropriate statutory organisation (e.g. social care) or the police, depending upon the conversation with the Head of Safeguarding
- DSL liaises with relevant agencies and statutory organisations, e.g. One Call. In most situations there will not be an immediate threat and the decision about protecting the person with safeguarding needs will be taken in consultation with themselves and through referral to Adult Social Care.
- A written record is kept about any concerns, including details of the person involved, nature of the concern, actions taken and why. This includes an Incident Form including outcomes when known. Information is recorded and stored professionally and securely, in line with data protection legislation and guidance.

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on: 15th July 2026

Signed: L. Robson, Operations Manager

Date: 15th July 2026