



Tyne Theatre & Opera House

Safeguarding Adults Policy and Procedures

Policy information

Last Policy Review Date: 14.5.2025

Next Policy Review Date: May 2026

Version: 4

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

Signed:

Barry Speker
Trustee, Chair of Governance Committee

James Lloyd
Vice Chair, Board of Trustees

Tyne Theatre & Opera House Preservation Trust

Date: 14.5.2025

Safeguarding Adults Policy Statement

The Tyne Theatre & Opera House is owned and maintained by the charitable Trust, the Tyne Theatre & Opera House Preservation Trust. The business is operated by the Preservation Trust's subsidiary company, the Tyne Theatre & Opera House Ltd. This policy covers staff, volunteers, audiences, visitors, authorised users and other collaborators of both organisations, together known as Tyne Theatre & Opera House.

The Tyne Theatre and Opera House:

- believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status.
- is committed to safeguarding adults in line with national legislation and relevant national and local guidelines.
- is committed to creating and maintaining a safe and positive environment and an open, listening culture where people feel able to share concerns without fear of retribution.
- acknowledges that safeguarding is everybody's responsibility and is committed to prevent abuse and neglect through safeguarding the welfare of all adults involved.

This extends to recognising and reporting harm experienced anywhere, including within our activities, within other organised community or voluntary activities, in the community, in the person's own home and in any care setting.

Actions taken by The Tyne Theatre and Opera House will be consistent with the principles of adult safeguarding ensuring that any action taken is prompt and proportionate and that it includes and respects the voice of the adult concerned.

Purpose

The purpose of this policy is to demonstrate the commitment of The Tyne Theatre and Opera House to safeguarding adults and to ensure that everyone involved in The Tyne Theatre and Opera House is aware of:

- The legislation, policy and procedures for safeguarding adults.
- Their role and responsibility for safeguarding adults.
- What to do or who to speak to if they have a concern relating to the welfare or wellbeing of an adult within the organisation.

Scope

This safeguarding adult policy and procedures applies to all individuals involved in The Tyne Theatre and Opera House, including board members, staff, volunteers, visitors, audiences, visiting companies and other authorised users.

It is important to have a policy and procedures in place so that all board members, staff, volunteers, visitors, audiences, visiting companies and other authorised users can work to prevent abuse and know what to do should a concern arise.

Legal Framework

This policy has been drawn up following international, national and local guidance on legislation, policy and guidance.

Safeguarding Adults in all home nations is compliant with United Nations directives on the rights of disabled people and commitments to the rights of older people. It is covered by:

- The Human Rights Act 1998
- The Data Protection Act 2018
- General Data Protection Regulations 2018

Including, but not limited to, -

- Sexual Offences Act 2003
- Mental Capacity Act 2005
- Safeguarding Vulnerable Groups Act 2006
- Disclosure and Barring Service 2013
- The Care Act 2014
- The Domestic Abuse Act 2021

A summary of the key legislation is available from:

- National legislation
www.anncrafttrust.org/resources/safeguarding-adults-legislation/

Definition of an Adult at Risk

The policy and procedures relate to the safeguarding of adults at risk. Adults at risk are defined as individuals aged over 18 who:

- have needs for care and support (whether or not the local authority is meeting any of those needs); and
- are experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect. (Care Act, 2014)
- are at risk of radicalisation (under the Counter Terrorism and Security Act 2015, where they are not defined as adult at risk under the Care Act 2014)

Commitments

The Tyne Theatre and Opera House will work to:

- stop abuse or neglect wherever possible;
- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- promote the wellbeing of the adult(s) at risk in safeguarding adults arrangements;
- safeguard adults in a way that supports them in making choices and having control about how they want to live;
- promote an approach that concentrates on improving life for the adults concerned;
- raise awareness of safeguarding adults to ensure that everyone can play their part in preventing, identifying and responding to abuse and neglect;

- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult; and
- address what caused the abuse or neglect.

We will seek to keep adults safe by:

- ensuring that all board members, staff and volunteers are familiar with this policy and associated procedures;
- having a copy of this document available to all board members, staff, volunteers, visitors, audiences, visiting companies and other authorised users who attend our activities;
- recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made.
- working with other agencies within the framework of the relevant local authority policies and procedures (e.g. the Newcastle Safeguarding Adults Board Policy and Procedures), issued under Care Act 2014 statutory guidance;
- passing information to the Local Authority when more than one person is at risk.
- Informing beneficiaries that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to the Police or another agency without their consent;
- making a safeguarding adults referral to the Local Authority as appropriate;
- endeavouring to keep up to date with national developments relating to preventing abuse and welfare of adults;
- ensuring that the Designated Adult Safeguarding Lead (DASL) understands their responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Local Authority).

Supporting documents

This policy should be used in conjunction with other policies including:

- Safeguarding Children and Young People Policy and Procedures
- Equality, Inclusion and Diversity policy
- Complaints policy
- Code of conduct policy
- Volunteer policy
- Health & Safety policy

Types of abuse

The Tyne Theatre and Opera House will not be limited in their view of what constitutes abuse or neglect, as they can take many forms and the circumstances of an individual case will always be considered.

Discriminatory abuse - including forms of harassment, bullying, slurs, isolation, neglect, denial of access to services or similar treatment; because of race, gender and gender identity, age, disability, religion or because someone is lesbian, gay, bisexual or transgender. This includes racism, sexism, ageism, homophobia or any other form of hate incident or crime.

Domestic abuse or violence - including an incident or a 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 sexual orientation.

Financial or material - including theft, fraud, internet scamming, exploitation, 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.

Forced Marriage - Forced marriage must never be confused with arranged marriage. A forced marriage is a marriage in which one or both spouses do not, or in the case of some adults with learning or physical disabilities who cannot, consent to the marriage and duress is involved. Duress can include physical, psychological, financial, sexual and emotional pressure.

Honour Based Violence - The terms "honour crime" or "honour-based violence" or "izzat" embrace a variety of crimes of violence (mainly but not exclusively against women), including assault, imprisonment and murder where their family or community punishes the person. They are being punished for actually, or allegedly, undermining what the family or community believes to be the correct code of behaviour. In transgressing this correct code of behaviour, the person shows that they have not been properly controlled to conform by their family and this is to the "shame" or "dishonour" of the family.

Ill Treatment and Wilful Neglect - An allegation of abuse or neglect of an adult at risk who does not have capacity to consent on issues about their own safety will always give rise to action under the Safeguarding Adults process. Subsequent decisions will then be made in their best interests in line with the Mental Capacity Act and Mental Capacity Act Code. Section 44 of the Act makes it a specific criminal offence to wilfully ill-treat or neglect a person who lacks capacity. See <http://www.legislation.gov.uk/ukpga/2005/9/section/44>

Mate Crime - when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them (Safety Network Project, ARC). It may or may not be an illegal act, but it still has a negative effect on the individual. A mate crime is carried out by someone the adult knows, and it often happens in private.

Modern Slavery - Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

It is often difficult to know the extent or presence of care and support needs in such cases because the victims are often unknown to services. Therefore, safeguarding adults' referrals are encouraged for all adult victims of modern slavery in order that their needs can be explored further as part of a safeguarding adult's enquiry, rather than initially excluding cases because of the lack of an appearance of care and support needs.

Neglect and acts of omission - including ignoring medical, emotional or physical care needs, failure to access appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Organisational (sometimes referred to as institutional) - 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 a person's own home. 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.

Physical - including assault, hitting, slapping, pushing, burning, misuse of medication, restraint or inappropriate physical sanctions, Female Genital Mutilation (FGM) (all acts of FGM are a crime in the UK and the girls and women subjected to FGM are victims of this crime).

Psychological (sometimes referred to as emotional) - 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 support networks.

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

Self-neglect - includes a person neglecting to care for their personal hygiene, health or surroundings; or an inability to provide essential food, clothing, shelter or medical care necessary to maintain their physical and mental health, emotional wellbeing and general safety. It includes behaviour such as hoarding.

Radicalisation - The process of a person being influenced or coerced into supporting violent extremism including terrorism.

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

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, friends, neighbours or people who use the same services as the person experiencing abuse.

How to recognise signs of abuse

It is not always easy to recognise signs of abuse, but it is important for you to have some idea about some of the signs to look out for when you're concerned about an adult.

There are many signs and indicators that may suggest someone is being abused or neglected, these include but are not limited to:

- Unexplained or suspicious bruises or injuries.
- Person has belongings or money going missing.
- Person is not attending / no longer enjoying their sessions. You may notice that a participant has been missing from sessions.
- Someone losing or gaining weight / an unkempt appearance.
- A change in the behaviour or confidence of a person. For example, a participant may be looking quiet and withdrawn when their brother comes to collect them from sessions, in contrast to their personal assistant whom they greet with a smile.
- They may self-harm.
- They may have a fear of a particular group or individual.
- They may be overly secretive about online viewing.
- They may tell you / another person they are being abused - i.e. a disclosure.

Designated Adult Safeguarding Lead (DASL)

The Tyne Theatre and Opera House has a named person who is responsible for dealing with any concerns about the safeguarding of adults. In their absence deputies will be available to consult with.

Designated safeguarding lead

Name: Riikka Heiskanen

Phone: 07534241305

Email: riikka.heiskanen@tynetheatreandoperahouse.uk

Deputy safeguarding lead

Name: Rachel Snape

Phone: 07 943 297 592

Email: rachel.snape@ttoh.uk

Should these named people be unavailable then board members, staff, volunteers, backstage and administration crew, theatre production's company and audiences should contact the relevant Health and Social Care department and / or the Safeguarding Adults Unit in the relevant authority directly.

The roles and responsibilities of the DASLs:

- Play a lead role in developing and establishing the organisation's approach to safeguarding adults and in maintaining and reviewing the organisation's implementation plan for safeguarding adults in line with current legislation and best practice.

- Ensure the Tyne Theatre and Opera House Safeguarding Adults Policy and Procedures are followed and act as a source of advice on safeguarding matters.
- Ensure that all board members, staff volunteers are aware of what they should do and who they should go to if they have concerns that an adult at risk may be experiencing, or has experienced abuse or neglect.
- Receive reports of and manage cases of abuse reported to the organisation - including an appropriate recording system.
- Ensure that concerns are acted on, clearly recorded in writing and referred to the appropriate body.
- Manage and have oversight over individual complex cases involving allegations against an employee or volunteer.
- Reinforce the utmost need for confidentiality and to ensure that board members, staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- **Urgent referrals should be reported immediately by those aware of them**, even if the named person and the named deputies are not available. It is the role of the named person for safeguarding adults to ensure that all staff and volunteers know how to do this.
- Follow up any referrals or allegations, ensure verbal and telephone referrals are made in writing, and ensure the issues have been addressed.
- Ensure that any records are kept safely, securely and in line with data protection requirements.

How to respond to an adult telling you about abuse

- Reassure the person concerned.
- Listen to what they are saying.
- Record what you have been told/witnessed as soon as possible.
- Remain calm and do not show shock or disbelief.
- Tell them that the information will be treated seriously.
- Do not start to investigate or ask detailed or probing questions.
- Do not promise to keep it a secret.

Reporting abuse or allegations of abuse, including when the allegations of abuse are against someone working or volunteering at The Tyne Theatre and Opera House

The Tyne Theatre and Opera House recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

If you witness abuse, or abuse has just taken place, the priorities will be *(the sequence of priorities will depend on the circumstances)*:

- To call an ambulance if required.
- To call the Police if a crime has been committed or is suspected.
- To preserve evidence.
- To keep yourself and others safe.
- To inform the Designated Adult Safeguarding Lead.
- To record what happened in name of place/file/log where safeguarding adults' concerns will be recorded.

All situations of abuse or alleged abuse will be discussed with the Designated Adult Safeguarding Lead. If anyone feels unable to raise their concern with the Designated Adult Safeguarding Lead then concerns can be raised directly with Adult Social Care Direct (see below).

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral will be made to the Adult Social Care Direct team. If the individual experiencing abuse does not have mental capacity to consent to a referral, a best interest decision will be made on their behalf.

Making safeguarding personal

The legislation recognises that adults make choices that may mean that one part of our well-being suffers at the expense of another. Adults can choose to risk their personal safety; for example, to provide care to a partner with dementia who becomes abusive when they are disorientated and anxious.

None of us can make these choices for another adult. If we are supporting someone to make choices about their own safety we need to understand 'What matters' to them and what outcomes they want to achieve from any actions agencies take to help them to protect themselves.

In line with Making Safeguarding Personal principles, the Designated Adult Safeguarding Lead should try to seek the views from the adult (or an appropriate representative) about what they would like to happen as result of the concern. This will help to inform the multi-agency Safeguarding Adults Enquiry.

Concerns about an adult at risk being radicalised

Where there is a concern that an adult at risk has been or is being radicalised, normal multi-agency safeguarding adults procedures apply.

Making a safeguarding adults referral

If you are concerned about a situation you should refer the matter immediately to **the Tyne Theatre and Opera House's** named person. The concern should be written down using the form for 'Safeguarding Adults Initial Enquiry Form' (see below in Appendix 1).

A referral should be made within **24 hours** of the abuse being reported or as soon as practical.

Urgent referrals should be reported immediately by those aware of them, even if the named person and the named deputy are not available.

Newcastle

Community Health and Social Care Direct (8am-5pm) on 0191 278 8377.

Helpline out of hours service on 0191 278 7878 (for emergency social care needs).

Out of hours report abuse or neglect: 0191 278 8156

<https://new.newcastle.gov.uk/adult-social-care>

Gateshead

Raise a safeguarding concern through Adult Social Care Direct on 0191 433 7033
(24 hours a day, 7 days a week)

To report concerns about an adult online:

<https://www.gatesheadsafeguarding.org.uk/article/9180/Report-concerns-about-an-adult>

Northumberland

All adult social care services in Northumberland can be contacted through on 01670 536 400.

North Tyneside

Gateway Service on 0191 643 2777 (office hours)

or 0330 333 7475 (evenings and weekends)

To report concerns about an adult online

<https://mycare.northtyneside.gov.uk/web/portal/pages/worriedadult#assess>

South Tyneside

Call the Let's Talk team:

0191 424 6000 (Monday to Thursday, 8.30am to 5pm and Friday, 8.30am to 4.30 pm)

0191 456 2093 (In case of an emergency outside the above office hours)

Durham

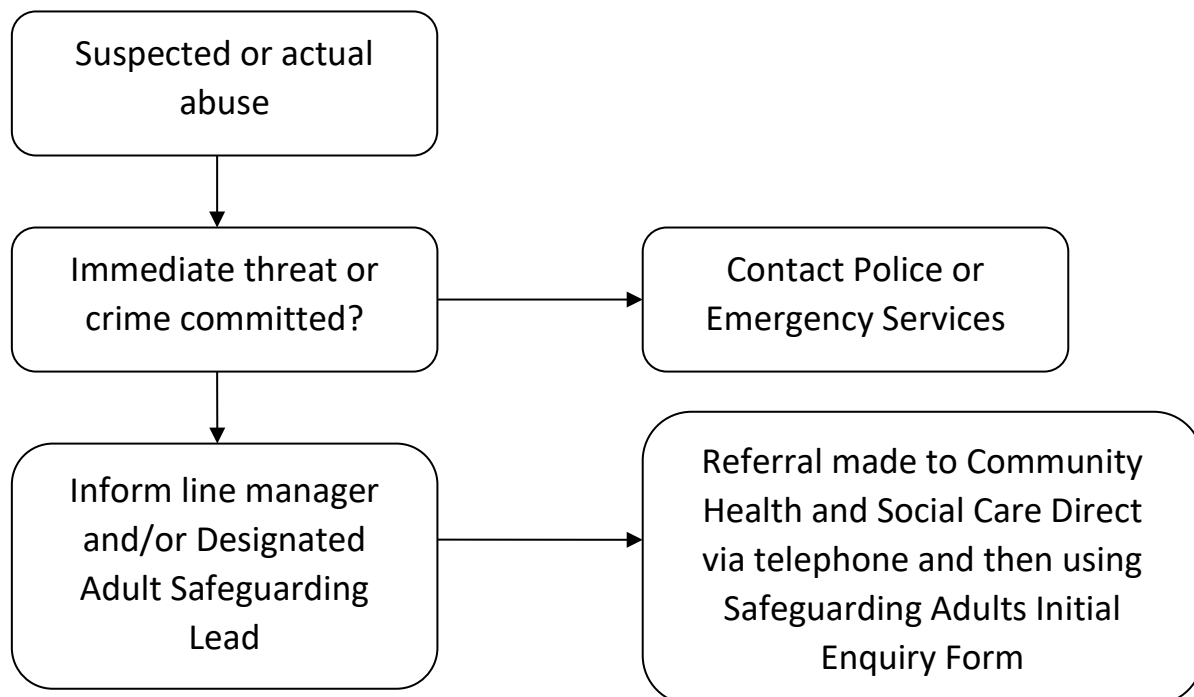
Call Social Care Direct 24 hours a day on 03000 267 979.

Redcar/Cleveland

Call us on 01642 771500 between 8.30am - 5.00pm on Monday to Thursday or 8.30am to 4.30pm on Friday's, or outside of office hours 01642 524552.

If the referral is urgent:

If you think an adult is at risk now, you should contact the police on telephone 999.



Responding to allegations of abuse against a Tyne Theatre and Opera House member of staff or volunteer

The Tyne Theatre and Opera House will ensure that any allegations made against a member or members of staff will be dealt with swiftly.

If you hear any allegation against a Tyne Theatre and Opera House member of staff or volunteer (including Trustees) you should refer the matter immediately to the Tyne Theatre and Opera House's named person.

Where a member of staff/volunteer is thought to have committed a criminal offence the Police will be informed. If a crime has been witnessed the Police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Designated Named Person will liaise with the relevant safeguarding unit to discuss the best course of action and to ensure that The Tyne Theatre and Opera House's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

If it is outside office hours and the matter cannot wait until the next working day then you should contact the relevant authority (as listed above). If the matter is urgent call the police: 999.

The allegation should be written down using the form for 'Safeguarding Adults Initial Enquiry Form' (see Appendix 1).

Recording and managing confidential information

Information about concerns of abuse includes personal data. It is therefore important to be clear as to the grounds for processing and sharing information about concerns of abuse.

The Tyne Theatre and Opera House is committed to maintaining confidentiality wherever possible and information around safeguarding adults issues should be shared only with those who need to know.

Importantly personal information can be shared with the consent of the adult concerned. However, the adult may not always want information to be shared. This may be because they fear repercussions from the person causing harm or are scared that they will lose control of their situation to statutory bodies or because they feel stupid or embarrassed. Their wishes should be respected unless there are over-riding reasons for sharing information.

The circumstances when we need to share information without the adult's consent include those where:

- it is not safe to contact the adult to gain their consent - i.e. it might put them or the person making contact at further risk.
- you believe they or someone else is at risk, including children.
- you believe the adult is being coerced or is under duress.
- it is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed.

- the adult does not have mental capacity to consent to information being shared about them.
- the person causing harm has care and support needs.

When information is shared without the consent of the adult this must be explained to them, when it is safe to do so, and any further actions should still fully include them.

All allegations/concerns should be recorded on the form 'Safeguarding Adults Initial Enquiry Form'.

The information recorded should be factual and not based on opinions, record what the person tells you, what you have seen, and record witnesses if appropriate. The information that is recorded will be kept secure and will comply with data protection. For further information, please see the Tyne Theatre and Opera House Privacy policy.

Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not share information.

Training, induction and supervision of staff and volunteers

The Tyne Theatre and Opera House will provide effective management for staff and volunteers through induction, supervision, support and training.

This policy will be included in the induction documents for all staff, trustees and volunteers. All personnel, through this document, will be aware of the arrangements for safeguarding.

Safeguarding issues will be discussed and recorded in supervision when appropriate.

The designated safeguarding leads will be required to complete safeguarding training every 3 years.

Useful information

Hourglass

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.

Phone: 0808 808 8141

Email: enquiries@wearehourglass.org

www.wearehourglass.org

Gateshead Safeguarding Adults Board Multi-Agency policies and procedures

<https://www.gatesheadsafeguarding.org.uk/article/9286/Multi-agency-policies-and-procedures>

Men's Advice Line

For male domestic abuse survivors

Phone: 0808 801 0327

LGBT+ helpline Galop for emotional and practical support

Phone: 0800 999 5428

National 24Hour Freephone Domestic Abuse Helpline

Phone: 0808 2000 247

www.nationaldahelpline.org.uk/Contact-us

Newcastle Safeguarding Adults Board Multi-Agency policies and procedures

<https://www.newcastlesafeguarding.org.uk/safeguarding-adults/policy-procedures/>

North Tyneside and Northumberland Safeguarding Adults Board Multi-Agency policies and procedures: <https://www.ntsab.org/resources>

Northumbria Police

Phone: 101. Ask for Local Area Police Station or Protecting Vulnerable Persons (PVP) Team.

NVCO (The National Council for Voluntary Organisations) safeguarding information:

<https://www.ncvo.org.uk/help-and-guidance/safeguarding/#/>

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.

Email: admin@respond.org.uk

www.respond.org.uk

South Tyneside policies and procedures

<https://www.southtyneside.gov.uk/article/13720/Safeguarding-policies-and-procedures>

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.

Newcastle branch contact details:

Victim support phone: 0191 281 0491

Report online: <https://www.stophateuk.org/report-hate-crime/>

Victim Support

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

Phone: 0808 168 9111

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

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

Appendix 1 - Safeguarding Adults Initial Enquiry Form

Safeguarding Adults Initial Enquiry Form (formerly the SAMA1 form)

This form is to be used to notify Adult Social Care of suspected or actual instances of abuse or neglect and is the start of a Safeguarding Adults (Section 42) Enquiry under the Care Act. Please attach further pages if necessary.

This form should be completed as fully as possible in order that robust decisions can be made about the progression, or otherwise, of the Safeguarding Adults Enquiry.

Person completing the form:		Role of Person:	
Date of referral to Adult Social Care:		Organisation:	
Phone number:		Type of service:	
Details of incident/suspected/actual abuse or neglect			
Date of alleged incident:		Who reported the alert/concern?	
Time of alleged incident:		Date of report:	
Where did the incident occur?			
Details of the adult at risk			
Name:		Date of Birth:	
Telephone:		Ethnicity:	
Address:			
What is the adult's primary reason for needing care and support? (please tick)			
Physical support:	<input type="checkbox"/>	Sensory support:	<input type="checkbox"/>
Learning disability support:	<input type="checkbox"/>	Asperger's syndrome support:	<input type="checkbox"/>
Mental health support:	<input type="checkbox"/>	Social support (includes support for carers/substance misusers):	<input type="checkbox"/>
Other health condition:	<input type="checkbox"/>	Please specify:	
Any other details about the adult at risk:			
Details of the alleged perpetrator (where relevant)			
Name:		Relationship to victim:	
Date of birth:		Ethnicity:	
Address:		Telephone:	
If the alleged perpetrator is a staff/volunteer, provide details (e.g. employer, job role, work address):			

Are they an adult with care and support needs?		Yes		No	
Details of care and support needs (if applicable):					
Any other details about the alleged perpetrator(s):					

Description of the alleged incident/harm

Please give a detailed description of the incident (including times), all people involved, witnesses and any other comments you feel are relevant. If the concern relates to physical abuse please provide a body map.

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Type of abuse (tick all that apply):

Physical		Sexual		Psychological/emotional	
Financial/material		Neglect/omission		Discriminatory	
Organisational/institutional		Self-neglect		Domestic abuse/violence	
Modern slavery		Radicalisation/extremism		Other	

If other, please specify:

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Is the victim at risk of further abuse/neglect? (please tick)	Yes		No		Unknown	
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What has been done to ensure the immediate safety of the alleged victim(s) and others?
Completing and submitting this form does not constitute management of immediate risks.

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Were the Police called?	Yes		No	
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Please provide the outcome of the Police action and Police log number (if available):

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If the incident relates to domestic abuse/violence, has the MARAC Checklist (CAADA-DASH) been completed?	Yes		No	
If yes, has a referral to MARAC been considered? Please provide details, including discussions with your agency's Single Point of Contact (SPOC) for MARAC:	Yes		No	
Please provide details of other agencies involved that will be able to help with the safeguarding adults enquiry:				
Are you aware that there have been any previous referrals made in relation to this adult at risk or alleged perpetrator?	Yes		No	
If yes, please provide details (e.g. dates, type of abuse, action taken):				
Are there any risks to others (other adults, children)?	Yes		No	Unknown
Please provide details (also include who this information has been shared with - e.g. Police, Children's Social Care, MAPPA). If there are risks to children you must notify Children's Social Care.				
Involvement of the adult(s) at risk The following section is crucial to determining the next steps in the safeguarding adults enquiry and every attempt should be made to complete it as fully as possible.				
Has the adult(s) at risk given consent for this referral?	Yes		No	
If no, please confirm why you have not sought consent or are overriding consent (please tick):				
Public interest (risks to others)		Risk of serious harm		Suspected serious crime
Adult at risk lacks mental capacity to provide consent (best interest decision made)		Ability to consent is affected by threatening or coercive behaviour		Seeking consent would increase risks to the adult or others
Other, please provide details below:				
Do you think the adult at risk has mental capacity in relation to making decisions about their safety?	Yes		No	
If no, has a mental capacity assessment been undertaken?	Yes		No	
Do you think the adult at risk would have substantial difficulty in participating in the safeguarding adults process?	Yes		No	
If yes, is there a suitable person who could represent them? (e.g. family member, friend, advocate)	Yes		No	Unknown
Please provide the name and contact details of this suitable person:				
Has the adult at risk's family been informed of the concerns (where the adult has consented to this)?	Yes		No	

If you think the adult at risk may need support to participate in the safeguarding adults process, please provide details of what support may be required:

What does the adult at risk (or their representative) say that they want to happen as a result of the safeguarding adults enquiry (desired outcomes)?

Signed:

Date:

Printed
:

Time:

What happens next?

The local authority will use the information in this form to make an assessment of the level of harm and vulnerability of the adult at risk. Further information may be needed from you and other organisations involved. This assessment, alongside the desired outcomes of the adult at risk (or their representative) will determine whether the Safeguarding Adults Enquiry continues. The initial decision to progress, or not, is made by a manager in the local authority. Feedback will be provided to the person who completed this form, unless specified otherwise. **It is your responsibility to challenge decisions that you disagree with.** Please contact the local authority manager with your concerns.

This document contains personal and sensitive information when completed and should be stored securely according to your own organisation's procedures. It is your responsibility to ensure that this is done.

Appendix 2

Code of conduct

Adults with care and support needs are able to enjoy activities at Tyne Theatre and Opera House because we provide opportunities for them to do so.

All people who work at the theatre and use the building have responsibilities to keep everyone safe and ensure that people who are at risk will not be abused or harmed in any way.

This Code of Conduct provides clear guidance on the type of practise that will meet these responsibilities.

Good conduct not only prevents incidence and allegations but also helps to highlight any conduct (by other people) that is unsafe or unprofessional.

Therefore, those who work, volunteer or attend events at the theatre should;

- Be professional and always maintain a high standard of personal behaviour.
- Recognise the trust placed in you and recognise the power you potentially hold over others. Treat this trust of power with the highest responsibility.
- Try to always work in an open and accountable manner. Working in view of others whenever possible. Avoid working alone and unobserved. Be willing to accept questions or criticism regarding good practice.
- Expect others to work in an open and accountable way, question and criticise the practice of others if necessary.
- Maintain a professional relationship with everyone. Any form of sexual relationship or activity with an adult at risk of abuse is unacceptable and is likely to lead to disciplinary or legal action. The definition of an adult at risk is complex and to avoid allegations and concerns, it is recommended colleagues and fellow volunteers in positions of trust avoid forming sexual relationships with people with care needs (including mental illness and neurodivergence).
- Not be under the influence of drink, drugs or illegal substances when working.
- Use appropriate and respectful forms of discipline and communication. Physical aggression, intimidation, verbal abuse and persistent shouting are not acceptable. Any form of assault (e.g. hitting, kicking, pinching, slapping) should be regarded as a serious incident.
- Use appropriate language at all times, do not swear and never make sexual or suggestive comments. If a someone makes such comments be ready to enforce these boundaries in your response.
- Do not discriminate against anyone because of their age, gender, disability, culture, language, racial origin or sexual identity.
- Use physical contact only where necessary. If contact is necessary (e.g. for the purpose of coaching or first aid), explain what the contact is for and change your approach if the other person appears uncomfortable.
- Be aware of situations that can be misunderstood or manipulated by others (e.g. if an adult is alone with an adult at risk, they may be vulnerable to allegations of misconduct).
- Always be vigilant and aware of how actions can be misinterpreted. Actions made with good intentions can seem intrusive and intimidating to some. Everyone should be aware of the impact of their action and should sensitively address any misunderstanding.

Safeguarding at Tyne Theatre & Opera House

Key information

This document includes key information and advice about safeguarding matters relating to the Tyne Theatre & Opera House. Please refer to full policies for Safeguarding Children and Young People and Safeguarding Adults for detailed procedure, this is an easy access guide meant for casual visitors, volunteers, or staff members for immediate action.

Contact details for Tyne Theatre & Opera House safeguarding leads

To report an incident or discuss anything relating to safeguarding at the Tyne Theatre & Opera House, you can contact our designated safeguarding leads:

Designated safeguarding lead

Riikka Heiskanen

Phone: 07534241305

Email: riikka.heiskanen@ttoh.uk

Deputy safeguarding lead

Name: Rachel Snape

Phone: 07 943 297 592

Email: rachel.snape@ttoh.uk

You can also email: safeguarding@ttoh.uk

This email is monitored by the safeguarding leads.

You can also leave a written letter at the theatre Box Office, label your envelope as Safeguarding/confidential. Please note you need to include your contact information if you wish for the matter to be addressed through legal ways, or if you think someone is in danger.

Should these named people be unavailable, then you should contact the relevant Health and Social Care department in the relevant authority directly. Please see details below.

If there is an incident at the theatre or you need help immediately

If you or someone else is in danger, or you suspect a crime has been committed, you should always call 999. Urgent referrals should be reported immediately by those aware of them, even if the named deputies are not available.

If you are unsure if you need to contact officials, and the named safeguarding leads are not available, refer the matter on to the Duty Manager, on-site registered chaperone, or a senior staff member, who can consult the policy and help make the decision.

You can also call the initial Response Service in Newcastle Children's Social Care for advice. If outside normal office hours, call the Emergency Duty Team.

- Initial Response Service Call 0191 277 2500
- Out of hours number Emergency Duty Team (EDT) Call 0191 278 7878