



# Sunderland Safeguarding Adults Board Newsletter



[Sunderland Safeguarding Adults Board](#) is a multi-agency partnership providing strategic leadership for adult safeguarding across the City of Sunderland to promote the welfare of adults at risk of abuse and neglect, and is responsible for ensuring the effectiveness of what partner agencies do to support this. Follow us on Twitter: [@SunderlandSAB](#)

## Issue 12 | March 2022

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## Who Should Read this Newsletter?

Everyone with an interest in safeguarding adults, enabling them to live their lives free from abuse and neglect, to access and receive appropriate care. We hope this newsletter is a useful resource for you to receive information regarding safeguarding adults, keeping you up-to-date, sharing good practice and important information. Please feel free to share this newsletter across your organisation.

## Important Update: **Raising a Safeguarding Adult Concern Process is Changing**

How to make a referral to the Safeguarding Adults Team is changing. Our new Portal, an on-line referral form, goes live on **Monday 4th April 2022** and this will replace the current process (**NHS staff: check with your manager, as developments are ongoing for some health organisations**).

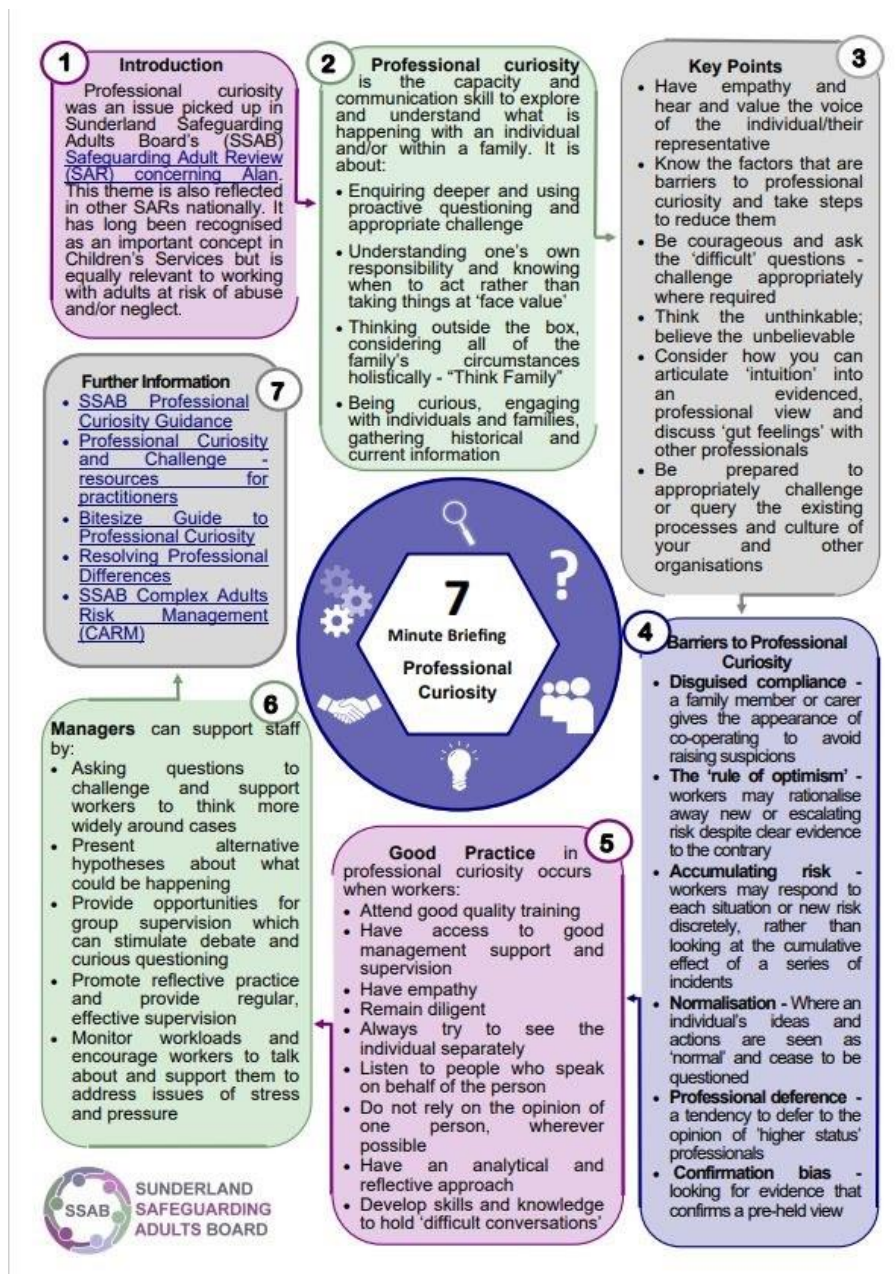
The Portal has been rolled out since January when all of the City's Care Providers were invited to attend a familiarisation session on how to use the Portal. These sessions have been ongoing since then and have been well received with positive feedback: many organisations now using the Portal have noted the benefits of this. As of 14th March 2022 the familiarisation session has been delivered to 151 people representing 47 care organisations. Following on from attendance, a link to the Portal and a Key Stroke Guide has been provided to give further advice and support.

From the **4th April 2022**, the link to the current SAC form will **no longer** be available, this will be replaced by a link to the Portal and must be used to raise a safeguarding adult concern. We would encourage those agencies who have not yet attended a familiarisation session to do so as soon as possible. Please contact Janet Traynor should you wish to attend ([Janet.Traynor@sunderland.gov.uk](mailto:Janet.Traynor@sunderland.gov.uk)). For further information, please contact [Safeguarding.Adults@sunderland.gov.uk](mailto:Safeguarding.Adults@sunderland.gov.uk)

## Professional Curiosity Guidance

Following the [Safeguarding Adult Review in respect of 'Alan'](#), published by SSAB in 2021, [Professional Curiosity Guidance](#) is now available to download from the [Board's website](#). The guidance has been developed to support individuals working with adults at risk of abuse and/or neglect and their families.

Professional curiosity means exploring and understanding what is happening with an individual and/or their family, rather than making assumptions and accepting things at face value. SSAB's [December 2021 Newsletter](#) focussed on the topic of professional curiosity and a [7-minute briefing](#) is also available (shown below).



## Focus On: CARM (Complex Adult Risk Management)

Following the recent '[Alan](#)' Safeguarding Review it was an identified action that Sunderland would benefit, as is the case in neighbouring areas, from a co-ordinated multi-agency approach to high-risk individuals. As a result the principles and processes of the new CARM (Complex Adult Risk Management) model has been developed and was launched by SSAB in February 2022.

### What is CARM?

CARM is a multi-agency approach to manage risks that might arise for adults who can make decisions for themselves, but who are at risk of serious harm or death from:

- Self-neglect

- Risk taking behaviour
- Chaotic lifestyles, or

- Refusal of services

## Criteria for CARM

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- *A person must have capacity to make decisions and choices regarding their life*
  - *There is a risk of serious harm or death by self-neglect, fire, deteriorating health condition, non-engagement with services, or where an adult is targeted by local community, is the victim of Hate Crime, anti-social behaviour, or sexual violence, complex drugs and alcohol use, complex homelessness and where they have declined to engage with a single agency or other investigations for safeguarding, or they do not meet the criteria for safeguarding*
  - *There is a potential risk to the health and safety of others in the community. This could be due to fire risk, cuckooing, drug dealing, hate crime and other crimes that could make others feel unsafe in the area; environmental health concerns such as vermin, excess rubbish and unsanitary conditions*
  - *There is a high level of concern from partner agencies. Any agency can initiate a CARM meeting*
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### Who can initiate CARM?

CARM can be initiated by any agency, including: Sunderland City Council, Adult Care, Police, Fire and Rescue Service, Housing, the NHS, Environmental Health, Probation, voluntary sector, faith groups, or any other organisation working with an individual.

### How do I initiate CARM?

If you think the criteria for CARM are met speak to the Adult Safeguarding Lead within your organisation. The process can then be initiated by contacting the [Duty CARM Administrator](#), who should be informed of all CARM referrals.

### Where can I find the CARM Referral Form?

All documentation relating to the CARM process, including the [CARM Policy, Practice Guidance](#), and [Referral Form](#). Remember, any agency can refer in a matter to be considered under CARM. The referral will be triaged, and if accepted you will be advised who will be the CARM Chair and coordinate the CARM going forward.

### How is the individual involved in CARM?

Wherever possible the individual should be involved, and every effort should be made to engage them in the process. The leaflet [CARM- What to Expect](#) explains the CARM process and gives the person the opportunity to write down their wishes and feelings. This may be useful for people who do not want to attend a CARM meeting, but would like to contribute, or who have difficulty expressing their wishes and feelings. If the individual doesn't want to be involved the CARM can still go ahead.

### What do I do if I receive an invitation to attend a CARM meeting?

Agencies receiving an invitation to attend a CARM meeting must:

- Gather information held within their agency about the Adult
- Take reasonable steps to gather further

information if required

- Liaise with the Chair to confirm attendance or submit a detailed information report to support the CARM process

#### CARM Quick Links

- [CARM Agency Report Template](#)
- [CARM Confidentiality Statement](#)
- [CARM Factsheet](#)
- [CARM Flowchart](#)
- [CARM Meeting Crib Sheet](#)
- [CARM Policy](#)
- [CARM Practice Guidance](#)
- [CARM Referral Form Template](#)
- [CARM What to Expect Guidance](#)

#### SSAB e-Learning

From January 2022 Sunderland Safeguarding Adults Board, in collaboration with Sunderland Safeguarding Children Partnership (SSCP), have commissioned a new e-learning contract with Virtual College. To register visit the [SSAB website](#) and follow the link to complete the simple self-registration process. There are a wide range of e-learning courses available, the following in particular, are in line with SSAB's strategic priorities:

- Self-Neglect
- Understanding the importance of the Mental Capacity Act and Liberty Protection Safeguards
- Suicidal Thoughts
- Awareness of Domestic Violence and Abuse

#### Last in Line: Safer Ageing Index

Hourglass, the UK's only charity focussed on the abuse and neglect of older people, has produced its first in a series of briefing papers that will form the Safer Ageing Index- the first ever comprehensive examination of how the UK is doing when it comes to creating the right conditions for older people to age safely and reduce the risk and impact of abuse and neglect.

The paper looks at the current levels of discourse around the abuse of older people within government and our political systems and the general public, and the level of public commitment to tackling the issue.



A study conducted by Hourglass in November 2021 shows the public underestimates the number of older people who experience abuse. Whilst the pandemic has increased awareness and concern around other issues that affect older people, such as the impact of Covid in care homes and levels of loneliness and social isolation during lockdown, there hasn't been the same increase or recognition around abuse.

To read the briefing in full, click [here](#).

## Revisiting Safeguarding Practice

Revisiting safeguarding practice, a joint independent briefing setting out the importance of practice principles integral to safeguarding adults, was published by the Department of Health and Social Care in January 2022. The briefing is for social workers and other safeguarding practitioners working in adult social care who are involved in safeguarding. It sets out the roles and responsibilities in relation to adult safeguarding in local authorities, including the statutory duties social workers and others with delegated responsibilities are expected to fulfil. Click [here](#) for further reading.

## Northumbria Missing Adults Protocol (revised February 2022)

The Northumbria Missing Adults Protocol has been revised to take account of new definitions and useful links. It can be found on the Northumbria Police website [here](#). It is also available on the [SSAB website](#).

## Illegal Money Lending Team (England)



**DON'T GET BITTEN BY A LOAN SHARK**

Have you or anyone you know:

- Been offered a cash loan without paperwork?
- Been threatened when you couldn't pay?
- Had your benefits or bank card taken from you?
- Had a loan which keeps growing even though you are making payments?

If you can answer yes to the above you may have been bitten by a Loan Shark.

For confidential help and advice contact the Illegal Money Lending Team

**0300 555 2222** (local call rate, including inclusive minutes from mobiles)

Report a loan shark online at: [stoploan sharks.co.uk](http://stoploan sharks.co.uk)

Text us a message on 07960022115

**NATIONAL TRADING STANDARDS**  
Illegal Money Lending Team England

**STOP LOAN SHARKS**  
Intervention . Support . Education

The Illegal Money Lending Team (hosted in England by Birmingham City Council) has appointed a new regional Liaise Officer to Sunderland. Laura Mawson is your new first point of contact for any issues relating to Loan Sharks and Illegal Money Lending. Laura is on hand to offer advice and assistance to all partner employees as well as being able to provide free Loan Shark Awareness training. As a Liaise Officer Laura will be raising awareness around the wider issues of Loan Sharks and the devastating impact they have on people's lives and providing a one to one victim support service.

Direct line: 07592272875

Email: [laura.mawson@birmingham.gov.uk](mailto:laura.mawson@birmingham.gov.uk)

Stop Loan Sharks 24/7 Helpline: 0300 555 2222

Live Chat available 9am-5pm weekdays at [www.stoploansharks.co.uk](http://www.stoploansharks.co.uk)

View and sign up for newsletters [here](#)

## Useful Resources

### Tricky Friends: Mate Crime Video



Befriending someone with the intention of grooming or exploiting them is known as 'mate crime'. With agreement from Norfolk Safeguarding Adults Board, SSAB has adapted an animation to help people with learning disabilities understand

friendship. The three-minute animation, available on [SSAB's website](#), helps people to understand what good friendships are, when they might be harmful, and what they can do.

### Street Safe

Street Safe is a pilot service for anyone to anonymously tell police about public places where they have felt or feel unsafe, because of environmental issues, e.g. street lighting, abandoned buildings or vandalism and/or because of some behaviours, e.g. being followed or verbally abused.

Find out more or report an issue at the [Street Safe website](#)

### Safe Spaces: Supporting Survivors of Church-Related Abuse

Safe Spaces is a free and independent national support service run by Victim Support, providing a confidential, personal and safe space for any adult who has been abused (either as an adult or a child) through their relationship with Church of England, the Catholic Church in England and Wales or the Church in Wales.

The team of trained support advocates (ISVAs) have undergone specialist training in supporting survivors of sexual violence, and have also received additional specific training in how the churches respond to abuse cases, the way in which faith and church-related settings have been used to carry out abuse, and the particular issues affecting people who have had or still have, a relationship with the church.

Safe Spaces provides remote support, through a helpline, live chat service and website, for as long as the survivor needs. Examples of support offered include; advocating for the survivor, giving them support, providing information (including on church and police procedures), understanding individual needs and jointly working on individual support plans. If face-to-face support is also required, contact and referrals will be made with appropriate local organisations depending on need.

For more information and to access the helpline and live chat services, visit:  
[www.safespacesenglandandwales.org.uk](http://www.safespacesenglandandwales.org.uk)



## Report a Concern

Everyone has a responsibility to safeguard children, young people and adults who may be at risk of abuse.

If you are worried about someone:

- In an emergency call 999
- If there is no immediate risk, call the police on 101

If you are a professional wishing to report a safeguarding concern regarding an adult, please read the [SAC Form Guidance](#) and [Threshold Guidance Risk-Assessment Tool](#) before completing the [Safeguarding Adults Concern \(SAC\) form](#). Further information is available [here](#).

**Please note, the reporting of a safeguarding adult concern process is changing from 4th April 2022** (see above section: Important Update: Raising a Safeguarding Adults Concern Process is Changing).

If your concern relates to a child, please call 0191 520 5560.

## Future Articles

**If you have an idea for an article for a future publication, please contact the Strategic Safeguarding Team:** [strategic.safeguarding@sunderland.gov.uk](mailto:strategic.safeguarding@sunderland.gov.uk)