

Type of Abuse	Non-Reportable	Requires Consideration	Reportable
PSYCHOLOGICAL There has been a psychological/emotional incident(s)	Low Risk No Impact	Medium Risk Some harm or risk of harm	High Risk Significant harm or risk of harm
	Lower-level concern where the threshold for a safeguarding enquiry is unlikely to be met at this stage. Incidents should be taken seriously, recorded, and monitored to ensure there is no pattern or escalation. Where there are a number of low-level concerns consideration should be given as to whether the threshold is met for a safeguarding enquiry due to increased risk.	Incidents at this level should be recorded, and internal policies and procedures followed. Consultation should be undertaken internally as well as through the South Tyneside Safeguarding Adults Policy and procedures www.southtynesidesafeguardingapp.co.uk Action should be taken to reduce risk and a discussion with the local adult social care service. Consideration should be given to the impact on the adult's wellbeing, including dignity, control, emotional wellbeing and whether the behaviour is escalating or becoming more frequent. After the conversation, they may request you formally report the concern as a safeguarding.	Incidents at this level should be reported to Adult Social Care for consideration under safeguarding procedures. Consideration should also be given as to whether the police or other emergency services need to be contacted. Ensure whole family approaches if children or other adults may be impacted.
	Examples: • Incident not caused by a Person in a Position of Trust • No apparent impact has occurred • Isolated incident where adult is spoken to in a rude or other inappropriate way – respect is undermined but no distress is caused. • Infrequent taunt or outbursts that cause no distress	Examples: • Incident not caused by Person in a Position of Trust • Repeated incidents/patterns of similar concerns. • Carer breakdown • Risk can/cannot be managed appropriately with current professional oversight or universal services • The withholding of information leads to disempowerment but minor impact.	Examples: • Incident caused by Person in a Position of Trust • Prolonged intimidation • Denial of Human Rights/civil liberties, forced marriage, Deprivation of Liberty Safeguard (DoLS)/Liberty Protection Safeguard (LPS) • Prolonged intimidation or humiliation • Vicious, personalised verbal attacks

		• Treatment that undermines dignity and damage self esteem • Taunts or verbal outburst that do cause distress Repeated incidents of denying or failing to value their opinion, particularly in relation to service or care they receive.	• Emotional blackmail • Frequent and frightening verbal outburst or harassment • Intentional restriction of personal choice or opinion • Concerns regarding “cuckooing” • Cyberbullying • Radicalisation – see PREVENT guidance
Actions/Outcomes to consider at every stage	• Information and education and expected standards of conduct, respect and dignity • Input from mediation services • Information for service users detailing expected standards of conduct • Staff training re de-escalation and/or other risk management processes	• Referral to Adult Social Care • Where appropriate onward referrals for support from Neighborhood policing, Housing Association • Review staffing arrangements	RAISE SAFEGUARDING CONCERN Where there is an indication of a criminal offence, the police should be considered and contacted in line with local procedures.