

Safeguarding Adults at Risk of harm Policy

KEY INFORMATION

- Walking With The Wounded (WWTW) has designated safeguarding (SG) leads, and these individuals are: Safety Manager Cheryl Mellor, cheryl.mellor@wwtw.org.uk 07776 685259 or in her absence, Deputy Safety Manager Heather Saunders, heather.saunders@wwtw.org.uk 07980 912439.
- Creating a safe and welcoming environment, where everyone is respected and valued, is at the heart of safeguarding.
- The way abuse is reported for children and adults at risk is not the same and the legislation for managing each is different. We should all understand the right steps to take when we are worried someone is not safe. Walking With The Wounded (WWTW) has a separate **Safeguarding Children Policy**.
- Safeguarding is a term used in the UK to denote measures to protect the health and wellbeing and human rights of individuals, which allows people (Adults at Risk and Children) to live free from abuse, harm, and neglect. It is an important shared priority of public services, charitable organisations, and a key responsibility of local authorities.
- WWTW commits to ensuring staff and workers who come into direct contact with adults at risk undertake training on the subject of safeguarding.
- All members of staff, engaged on behalf of the charity, must be vigilant at all times to risks of abuse towards adults at risk. Any person who believes or suspects that a vulnerable adult has been subjected to abuse must report their suspicions/allegations in line with this policy.
- WWTW will refer any safeguarding concerns to the appropriate local authority and in cases where it is suspected, or a crime has occurred, WWTW will refer the matter to the police.
- WWTW's intent is to provide a safe working environment and appropriate procedures for staff and operates a **Lone Working Policy** to minimise risk and where possible remove/limit risk to staff when providing support to clients.

Creating a safe and welcoming environment, where everyone is respected and valued, is at the heart of safeguarding. It is our aim that WWTW is run in a way that actively prevents harm, harassment, bullying, abuse, and neglect, and recognises it is the responsibility of each one of us paid or unpaid to prevent the neglect, physical, sexual, or emotional abuse of adults at risk, and to report any abuse discovered or suspected.

WWTW recognises its responsibility to implement, maintain and regularly review procedures which are designed to prevent and be alert to such abuse.

Everyone has a role to play in safeguarding. WWTW is committed to supporting, resourcing, and training those who work with adults at risk, and to provide supervision to ensure best practice.

Overview

Adults at risk can experience different types of harm and abuse.

The way abuse is reported for children and adults at risk is not the same, and the legislation for managing each is different. We should all understand the right steps to take when we are worried someone is not safe.

All adults, including adults at risk, have a right to make unwise decisions - including the choice not to take action to protect themselves - although listening to their views is still important. When you are safeguarding adults, you must consider the individual adults needs in every situation. This might include considering whether the adult is subject to coercion or undue influence.

WWTW has a separate Safeguarding Children Policy.

Purpose of this policy

WWTW is committed to protecting adults at risk against all forms of abuse and aims to adopt the highest possible standards and take all reasonable steps in relation to the safety and welfare of these individuals. We will also work to establish best practice and implement continuous improvement.

The policy explains the responsibilities of staff in relation to the safeguarding of adults at risk and the procedures that must be followed when reporting an allegation of abuse.

WWTW designated safeguarding Leads support staff to recognise and respond to safeguarding concerns.

Scope

This policy applies to all members and volunteers of WWTW, including the Regional Management Board, Senior Management Team, and Board of Trustees. It is the responsibility of everyone working on behalf of the organisation to be vigilant to the risk of abuse in our operations across the UK.

WWTW firmly believes that everyone we come into contact with, regardless of age, gender identity, disability, sexual orientation or ethnic origin has the right to be protected from all forms of harm, abuse, neglect and exploitation. WWTW will not tolerate abuse and exploitation by staff or associated personnel.

For the purposes of this policy, a vulnerable adult is defined as a person aged 18 or over in England, Wales, and Northern Ireland or aged 16 and over in Scotland, who is in need of care or support regardless of whether they are receiving them.

The term abuse is used to include physical, financial, verbal, or psychological actions. Abuse can occur in any relationship and may result in significant harm.

This policy applies to all adults at risk, including those who are:

- Engaged with or being provided with support by WWTW staff.
- Participating in activities or employment programmes run by WWTW and in any WWTW office and hub.
- Participating in work placements, learning or training activities in provider or partner organisations or WWTW premises.
- Participating in fundraising or promotional WWTW events and activities.

Definitions

The term 'member of staff' is used to refer to all WWTW employees whether they are employed on a permanent, temporary, or fixed term contract basis.

WWTW may sometimes be referred to as 'the charity' within this policy.

Key Principles for adult safeguarding

In the safeguarding of adults at risk WWTW is guided by the principles set out in The Care Act 2014 and aims to demonstrate and promote these principles in our work:

- **Empowerment** – People being supported and encouraged to make their own decisions and be able to give 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 within their communities and partner organisations.
- **Accountability** – Accountability and transparency in delivering safeguarding.

Accountability for Safeguarding

Trustees; are accountable for ensuring that the charity has appropriate structure, processes, and resources in place to ensure safeguarding is central to everything it does and monitor compliance. The boards safeguarding lead is Flora McLean.

Chief Executive Officer; is the senior individual accountable for all aspects of safeguarding across the charity.

The Senior Management Team (SMT); each member of the SMT is accountable for embedding safeguarding within their department.

Safety Steering Group; are responsible for the provision of safeguarding advice and guidance across the organisation.

Designated Safeguarding Leads; support staff to recognise and respond to safeguarding concerns and are responsible for ensuring safeguarding training is available for staff if appropriate to their role.

PART 1: Safeguarding Adults at Risk

Safer Recruitment

WWTW have policies and procedures that cover the recruitment of all potential paid staff and volunteers. WWTW ensures that all potential new staff:

- **Complete an application process.** This includes address, evidence of any relevant qualifications, paid work, voluntary work experience and criminal convictions.
- **Provide two pieces of identification which confirm both identity and address.**
- **Undergo an interview** (formal or informal) involving at least two interviewers.
- **Provide at least two references** which are followed up before a post is offered. One reference is from the last employer or an organisation that has knowledge of the applicants work.
- **Complete a Disclosure and Barring Service check** (formally CRB check) relevant to the level of their position and agree to WWTW requesting an update every three years.

WWTW understands:

- That a person who is barred from working with children or adults at risk is breaking the law if they work or volunteer or try to work or volunteer with these groups.
- That an organisation which knowingly employs someone who is barred to work with those groups will also be breaking the law.
- That if our organisation dismisses a member of staff or volunteer because they have harmed a child or vulnerable adult or would have done so if they had not left, we must make a referral to the Disclosure and Barring Service.

Staff training

All staff and workers who come into direct contact with adults at risk will undertake safeguarding training as part of their induction training, refresher training will be provided every 3 years or before if deemed necessary. WWTW's SG will be issued to all new staff during the induction process.

WWTW is aware that safeguarding cases can be distressing and that both paid and unpaid staff who have been involved may find it helpful to talk about their experiences, in confidence, with the Safety Manager Cheryl Mellor or Clinical Lead Carolyn Brown.

What is abuse?

Abuse and neglect take many forms and can lead to a violation of someone's human and civil rights by another person or persons. Abuse can be physical, financial, verbal, or psychological. It can be the result of an act or a failure to act.

It can happen when an adult at risk is persuaded into a financial or sexual exchange they have not consented to or cannot consent to. Abuse can occur in any relationship and may result in significant harm or exploitation. Abuse is a misuse of power and control that one person has over another. Where someone is dependent on another, there is the possibility of abuse or neglect unless enough safeguards are put in place.

If WWTW suspects that a crime against a client, member of staff or volunteer has been committed, we will refer the matter to the police.

Abuse can fall into the following categories:

Types of abuse

- **Physical abuse** - includes assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions, involuntary isolation.
- **Domestic violence** - includes psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.
- **Sexual abuse** - includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

- **Psychological abuse** - including emotional abuse, 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.
- **Neglect and 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 behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.
- **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 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.
- **Discriminatory abuse** - including forms of harassment, slurs, or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation, or religion.
- **Institutional abuse** - including neglect and poor care practice within a formal care setting such as a hospital, care home or foster home for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill treatment. It can be through neglect or poor professional practice resulting from structure, policies, processes, and practices within an organisation.

Any of the above forms of abuse can be either deliberate or be the result of ignorance, or lack of training, knowledge or understanding. Often if a person is being abused in one way, they are also being abused in other ways.

Who could be an abuser?

The person who is responsible for the abuse is often well known to the person abused and could be a relative, care worker, social worker, neighbour, friend, colleague, stranger or other.

What are the signs?

Some of the signs (but not limited to) to look for are:

- Multiple bruising or finger marks.
- Injuries the person cannot give a good reason for.
- Deterioration of health for no apparent reason.
- Loss of weight.
- Inappropriate or inadequate clothing.
- Withdrawal or mood changes.
- A carer or service provider who is unwilling to allow access to the person.
- An individual who is unwilling to be alone with a particular carer or service provider.
- Unexplained shortage of money.

Detailed information on types of abuse and indicators can be referenced in Appendix E.

Reporting Allegations of Abuse

In an emergency, please call 999.

Members of staff, engaged on behalf of the charity, must be vigilant at all times to the risk of abuse towards adults at risk.

Any person who believes or suspects that a vulnerable adult has been subjected to abuse, must refer the matter to his or her line manager (or another manager, if not available or appropriate) immediately. WWTW will consider all allegations of abuse seriously.

It is important that adults at risk are involved as far as possible in the safeguarding process. With some exceptions, safeguarding enquiries should only take place with the consent of the person concerned. If you suspect abuse, record what you have been told or witnessed as soon as it is possible to do so. There may be exceptions where the person does not have the mental capacity to agree or where you suspect that they are not agreeing because they may be being coerced by the abuser.

How to respond to an allegation:

- Reassure the person concerned.
- Listen to what is being said.
- Let the person know that the allegation will be taken seriously and provide details of what will happen next.
- Offer reassurance – tell the person that s/he did the right thing in telling you.
- Record the facts - what you have been told, dates, times, observations.

If you witness abuse or abuse has just taken place the priorities will be to:

- Make sure the individual is not in immediate danger.
- Call the police if a crime has been committed.
- If required, seek medical treatment as a matter of urgency.
- Do not disturb anything that may be evidence.
- Keep yourself, staff, volunteers, and clients safe.
- Inform your line manager.
- Record what has happened in detail.

DO NOT:

- Take photos.
- Examine the individual.
- Remove any clothing.
- Promise to keep secrets.
- Stop someone from disclosing to you.
- Do not start to investigate or ask detailed or probing questions.
- Do not promise confidentiality - explain you have a duty to report the concern to your manager.
- Gossip about the disclosure or pass on the information to anyone who does not have a legitimate need to know.
- Delay reporting.

When reporting an allegation of abuse, it is important to provide as much detail as possible, including the name of the person who has been subjected to abuse, the nature of the abuse, the dates, and times of any specific incidents (without investigation) and details of any evidence or other witnesses that may be available.

All safeguarding incidents/concerns **must** be reported within 24 hours using the **Incident Report Form in Appendix A to this policy**.

Should the incident/concern involve either of the designated leads, please contact Clinical Lead Carolyn Brown, carolyn.brown@wwtw.org.uk 07577 655917.

The information that is recorded is to be kept secure and directly comply with the WWTW Information Security Policy. A record of all safeguarding incidents is stored in a log and where relevant, safeguarding concerns would be escalated by the Safety Manager to the Local Authority Adult Social Services Team.

Investigation

WWTW will investigate all safeguarding concerns fully, in accordance with this policy.

WWTW will put your needs first and respect your experiences as genuine. We will listen and treat you with dignity.

WWTW may be required to refer information to the Disclosure and Barring Service or Disclosure Scotland as appropriate. WWTW may also consider it necessary to inform the police of safeguarding allegations if appropriate to do so.

Other ways to raise concerns

In cases where staff are concerned an allegation of abuse or of harm has not been investigated thoroughly, staff may raise a concern in confidence by following WWTW's whistleblowing or complaints procedures.

Disciplinary Action

Following a thorough investigation, cases in which WWTW has reason to believe that an allegation of abuse against a member of staff has foundation this could result in disciplinary action against the employee ultimately leading to dismissal.

Suspension

WWTW reserves the right to suspend an employee on full pay pending investigation into an allegation of abuse and pending any resulting disciplinary proceedings.

Duty to report

WWTW use the Charity Commission Guide (Appendix B) to decide when an incident should be reported.

PART 2: Safeguarding Staff

Ensuring the safety of our staff

WWTW is a charity that supports a pathway for vulnerable veterans (clients) to re-integrate back into society and sustain their independence. WWTW offers assistance to those vulnerable veterans and their families who have been physically, mentally or socially disadvantaged by their service.

WWTW's client-facing staff will work on an individual basis with clients to provide them with appropriate support. This may mean that staff have to meet clients on an individual face to face basis and that their discussions may need to be private.

In the vast majority of cases staff meeting with clients will be safe. However, there is a small chance that meetings with clients in private could involve some risk to WWTW staff. This is particularly the case for our programmes involved in providing help to vulnerable veterans and their families yet could potentially occur in any areas of our work.

WWTW's intent is to provide a safe working environment and procedures for staff. In order to minimise or remove that risk WWTW operates a **Lone Working Policy** that staff must adhere to when providing support to clients.

Guiding Principles

Please ensure you are familiar with the Lone Worker Guidelines including the Safety Call option.

Although the vast majority of meetings with clients will not involve any risk, members of staff should always be aware of the risk and prior to a meeting taking place, consult their Line Manager if they have any concerns and complete a risk assessment.

Where possible meetings with clients should be held in WWTW offices, or the offices of associated organisations where other members of staff are working.

If it is not possible for meetings to be held in WWTW or associated offices, there are options to hold the meeting in alternative appropriate venues. Options to hold the meeting in a public space such as a local coffee shop may also be considered.

Meetings should normally only take place during normal working hours (08:30hrs to 17:30hrs Mon to Fri). Meetings outside this time are only to take place with the permission of the line manager. Under no circumstances should meetings take place between 22:00hrs and 07:00hrs.

Under no circumstances should a meeting be held in the member of staff's home.

To determine and reduce the risk to ensure the safety of staff, line managers must ensure staff are aware of and follow guidelines within **WWTW Lone Working Policy** through implementation of the appropriate procedures.

Where appropriate to do so, staff must complete risk assessments when conducting face to face visits.

Travelling with clients and use of private motor vehicles

The same principles should apply if for any reason members of staff travel with clients, this means that travel should normally be by public transport.

Members of staff should not normally have any reason to transport clients in their private vehicle. If circumstances arise in which it appears essential that a member of staff transports a client in their private vehicle, they **must only do so** with the permission of the responsible line manager. The line manager in consultation with the HR and Governance Officer, must ensure that the member of staff has appropriate vehicle insurance including as a minimum 'occasional business use'.

Home visits to individual clients

Any time a home visit is necessary to support an individual client it should only take place in a location where the balance between client privacy and staff safety is met. Any member of WWTW staff who undertakes a home visit to a client, must only do so with the permission of their line manager.

Once agreement to the home visit is in place, the member of staff must follow the procedure within the **WWTW Lone Working Policy** to determine and minimise risk.

Actions required if an incident occurs

If during a meeting or visit a member of staff is directly threatened or violence is used, the member of staff should immediately contact the police by calling 999 as the surest way of ensuring their safety. Once the member of staff is safe, the responsible line manager should be immediately contacted (if necessary, outside normal working hours). The line manager is to inform the responsible member of the Senior Management Team. They should then submit an Incident Report.

If during the course of a meeting or visit, a member of staff feels indirectly threatened or senses that the meeting might escalate in a way which would threaten their safety, they should politely but firmly terminate the meeting. If the meeting is in a WWTW or associated office, they should ask the client to leave the premises. If the meeting is in a public place, the meeting should be terminated, and the member of staff should leave the location.

All incidents must be reported immediately to the responsible line manager (if necessary, out of hours), and a full report must be submitted within 24 Hours using Appendix A to this policy – **WWTW Incident Report Form**. When reporting an incident, it is important to provide as much detail as possible, including the name of the person involved, the nature of the incident, the dates and times and details of any evidence or other witnesses that may be available.

The information that is recorded is to be kept secure and directly comply with the **WWTW Information Security Policy**.

If a member of staff is conducting a home visit and has not been in contact/cannot be reached after the set time period for a home visit with a client, where possible, another member of staff should travel to the recorded address (accompanied) to try and confirm the member of staff's whereabouts. If it is deemed upon arrival that the member of staff who conducted the home visit may be at risk, the immediate action is to inform the relevant police force (dial 999). WWTW's CEO should also be informed immediately (including out of hours).

Internet and Telephone Risks

In rare circumstances it is possible that members of staff could be put at risk whilst providing support over the telephone or by email. This might involve verbal abuse on the telephone or internet ‘trolling’. All staff and managers must be alert to this risk.

If a member of staff is subject to abuse over the telephone or becomes concerned that they are being ‘trolled’ by email or text, they should politely but firmly terminate the telephone call or email/text correspondence and report the incident immediately to their Line Manager. They should then submit an incident report within 24 hours as detailed within this policy under reporting an allegation.

POLICY REVIEW

Policy Details	
Version	V5
Date Ratified:	12 July 2022
Implementation Date:	14 July 2022
Responsible Head of Dept:	Director of Operations
Review Date:	24 months
Policy update:	Vulnerable Adults was amended to “Adults at Risk” (of harm) to reflect current terminology 28/09/2022

Appendix A – Incident Report Form

Appendix B – After Action Report Form

Appendix C – Charity Commission Guide (extract) for when to report an incident

Appendix D – Safeguarding Area Contact Numbers

Appendix E – Signs of Abuse Adults



Appendix A – WWTW Safeguarding Policy, Incident Report Form

This form is to be used by members of WWTW staff to record disclosures or suspicions of abuse towards WWTW clients or staff. The completed form should be sent to: incident.reporting@wwtw.org.uk. If you are working with partner organisations, the relevant officer should also be informed, and procedures followed.

Your Name:	Position:
Place of (organisation) work:	Contact phone number:
Allegations against or on behalf of:	
Name:	
Address/phone number if available:	
Other relevant details: <i>Relationship to Client – Staff member (Advisor-Client) etc.</i>	
Details of the allegations/suspicions:	
Are you recording:	
<ul style="list-style-type: none"> • Disclosure of incident of abuse against you? • Disclosure made directly to you by the client? • Disclosure or suspicions from a third party? • Your suspicions or concerns? 	
Date and time of disclosure:	
Date and time of incident:	
Details of the allegation/suspicions. State exactly what you were told/observed and what was said. Use the person's own words as much as possible.	
Action taken so far:	
<p>Please indicate if any of the following have occurred:</p> <p><input type="checkbox"/> A client or other individual connected with the charity's activities has/alleges to have suffered serious harm</p> <p><input type="checkbox"/> Allegation that a staff member has physically or sexually assaulted or neglected a client whilst under the charity's care</p> <p><input type="checkbox"/> A client or other individual connected with the charity's activities has/alleges to have suffered serious harm</p> <p><input type="checkbox"/> Allegation that a trustee, staff member or volunteer has been sexually assaulted by another trustee, staff member or volunteer</p> <p><input type="checkbox"/> A staff computer is found to contain images of child pornography</p> <p><input type="checkbox"/> A client or other individual connected with the charity's activities has/alleges to have suffered serious harm</p>	

- A beneficiary or individual connected with the charity's activities has died or been seriously harmed; a significant contributing factor is the charity's failure to implement a relevant policy
- The charity discovers that an employee or volunteer coming into contact with children or at-risk adults is on the sex offender's register.

If any of the above have been ticked, please note that WWTW has an obligation to report this to the Charity Commission.

Appendix B – WWTW Safeguarding Policy, After Action Report Form

Safety Manager Use only
Name:
<p>After Action Report</p> <p>Actions Taken:</p> <p>WWTW Risk Register Updated:</p>
<p>WHEN TO REPORT CHECKLIST</p> <p><input type="checkbox"/> A client or other individual connect with the charity’s activities has/alleges to have suffered serious harm</p> <p><input type="checkbox"/> Allegation that a staff member has physically or sexually assaulted or neglected a client whilst under the charity’s care</p> <p><input type="checkbox"/> A client or other individual connected with the charity’s activities has/alleges to have suffered serious harm</p> <p><input type="checkbox"/> Allegation that a trustee, staff member or volunteer has been sexually assaulted by another trustee, staff member or volunteer</p> <p><input type="checkbox"/> A staff computer is found to contain images of child pornography</p> <p><input type="checkbox"/> A client or individual connected with the charity’s activities has died or been seriously harmed; a significant contributing factor is the charity’s failure to implement a relevant policy</p> <p><input type="checkbox"/> The charity discovers that an employee or volunteer coming into contact with children or at-risk adults is on the sex offender’s register.</p> <p>If any of the above have been ticked, please note that WWTW has an obligation to report this to the Charity Commission.</p>
<p>Informed:</p> <p>Organisation:</p> <p>CEO:</p>
Name:
Signed:

Appendix C – Charity Commission Guide Extract: When to Report Safeguarding Issues



Examples table: deciding what to report

Serious incidents to report	Incidents not to report
Protecting people and safeguarding incidents	
<p>A beneficiary or other individual connected with the charity's activities has/alleges to have suffered serious harm</p> <p>Allegation that a staff member has physically or sexually assaulted or neglected a beneficiary whilst under the charity's care</p> <p>The Chief Executive of the charity has been suspended pending the outcome of an investigation into their alleged sexual harassment of a fellow member of staff</p> <p>Allegation that a trustee, staff member or volunteer has been sexually assaulted by another trustee, staff member or volunteer</p> <p>A staff computer is found to contain images of child pornography</p> <p>An internal investigation has established that there is a widespread culture of bullying within the charity</p> <p>A beneficiary or individual connected with the charity's activities has died or been seriously harmed; a significant contributory factor is the charity's failure to implement a relevant policy</p> <p>Charity failed to carry out DBS checks which would have identified that a member of staff or trustee was disqualified in law (under safeguarding legislation) from holding that position</p>	<p>Minor unusual/aggressive behaviour by a beneficiary towards a member of staff</p> <p>Police called to charity premises because a beneficiary is drunk and disorderly</p> <p>Charity becomes aware of allegations of abuse or neglect of a beneficiary that occurred outside the charity; the charity has reported the allegations to the appropriate agencies, and there is no harm to the charity's reputation</p> <p>Beneficiary in a care home received the wrong medication as a 'one-off' error and there was no significant harm</p> <p>Logged accident book reports where there was no significant harm to individuals</p> <p>Details of reports under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) where there has been no significant harm to individuals</p> <p>Minor accidental injury to a charity service user e.g. slipping on a wet floor</p> <p>A staff member who is not in a senior position or position of specific responsibility (e.g. head of safeguarding) has bullied or harassed a fellow staff member. There is</p>
<p>Repeated medication errors to beneficiaries in a care home indicating a systemic problem</p> <p>Charity discovers that an employee or volunteer coming into contact with children or at risk adults is on the sex offenders register</p>	<p>no indication of a widespread culture of bullying or harassment within the charity and the incident is dealt with by minor disciplinary action (for example, the staff member responsible has not been suspended or dismissed).</p> <p>A staff member who is not in a senior position or position of specific responsibility is dismissed for marrying a member of the community in which the charity is working, in breach of the charity's code of conduct but not in breach of local laws</p>

Appendix D

Safeguarding Area Contact Numbers

If an adult or child is in immediate danger you should contact 999

If the situation does not require emergency assistance and in conjunction with your line manager, you should report your concerns to:

Aldershot

Hampshire Adult Services: 0300 555 1386

Hampshire Children's Services:

0300 555 1384 (08.30-17.00hrs, Mon-Fri)

0300 555 1373 (out of hours: nights, weekends, and bank holidays)

Bedfordshire

Adult Safeguarding

0300 300 8122 (08.00-17.20hrs Mon-Fri)

01733 234 724 (out of hours: nights, weekends, and bank holidays)

Use online form to report a concern:

https://forms.centralbedfordshire.gov.uk/officeforms/EF1204_Safeguarding_vulnerable_adults.ofml

Children

Central Bedfordshire Access and Referral Hub: 0300 300 8585 (08.45-17.20hrs Mon-Thurs, 08.45-16.20 Fri)

Social Care Emergency Duty Team: 0300 300 8123 (out of hours: nights, weekends, and bank holidays).

Use the online form to report a concern:

<https://forms.centralbedfordshire.gov.uk/officeforms/Bic100.ofml>

Bristol / Gloucestershire

Adults Care Direct

0117 922 2700 (08.30-17.00hrs Mon-Fri)

Use online form for out of hours reporting: <https://www.bristol.gov.uk/social-care-health/report-suspected-abuse>

Children

Use the online form to submit a concern <https://www.bristol.gov.uk/social-care-health/reporting-concerns-about-a-child-first-response>

Cambridgeshire

Adult Safeguarding

0345 045 5202 (08.00-18.00hrs Mon-Fri, & 09.00-13.00hrs Sat)

01733 234 724 (out of hours: nights, weekends, and bank holidays)

Use online form to report a concern: https://cambridgeshire-self.achieveservice.com/service/Safeguarding_referral_form

Children

0345 045 5203 during office hours

01733 234 724

Use the online form to submit a concern: https://cambridgeshire-self.achieveservice.com/service/Childrens_Services_online_referral_form

Essex

Social Care Direct (Adults)

0345 603 7630

Essex Safeguarding Children Board

0345 603 7627

Gateshead

Adult Social Care Direct: 0191 433 7033 (24 hours a day, 7 days a week)

Gateshead Councils Children Services:

0191 433 2653 (08.30-17.00hrs Mon-Fri)

0191 477 08 44 (out of hours: nights, weekends, and bank holidays)

Hertfordshire

Adults

0300 123 4042 (08.00-18.00hrs Mon-Fri, & 09.00-16.00hrs Sat)

Online form for non-urgent social care referral: <https://www.hertfordshire.gov.uk/services/adult-social-services/report-a-concern-about-an-adult/professionals-request-social-care/professionals-make-a-social-care-referral-form.aspx>

Adult at risk of abuse or neglect: <https://hcsportal.hertfordshire.gov.uk/web/portal/pages/home>

Children

0300 123 4043 (24hrs a day, 7 days a week)

London

Adult Social Care Team

020 73332 1224 (09.00-17.00hrs Mon-Fri)
020 8356 2300 (out of hours: nights, weekends, and bank holidays)

London Safeguarding Children Partnership
City of London, Children's Services: 020 7332 3621
Specific L/A contact can be found here: <https://www.londonscb.gov.uk/contacts/safeguarding-contacts/>

Manchester

Manchester contact centre (adults & children)
0161 234 5001 (24 hours a day, 7 days a week)

Norfolk

Adults Social Services: 0344 800 8020
Use their online form to report a concern: <https://www.norfolk.gov.uk/care-support-and-health/protecting-someone-from-harm/help-an-adult-at-risk-of-harm/report-a-concern>

Children's Advice and Duty Service: 0344 800 8021

Northern Ireland

Adult Protection Gateway: 0289 441 3659

Children
Gateway Service Team contact details: <https://www.nidirect.gov.uk/publications/gateway-service-teams-contact-details>

Scotland

Adult Support Services Team (if the individual has no social worker)
0300 100 1800
01896 752 111 (out of hours support: nights, weekends, and bank holidays)

Children
Report to your local council, find the appropriate number here: <https://www.mygov.scot/report-child-abuse/>

Shropshire / Stafford (West Midlands)

Adults First Point of Contact Team: 0345 678 9044 (09.00-16.00hrs Mon-Thurs)
Emergency Social Work Duty Team 0345 678 9040 (outside the above hours)

Children

Initial Contact Team 0345 678 021

Suffolk

Adults Safeguarding

MASH Professional Consultation Line – for guidance: 0345 606 1499

Use the online form to submit a concern:

<https://earlyhelpportal.suffolk.gov.uk/web/portal/pages/adultsa#h1>

Children

MASH Professional Consultation Line: 0345 606 1499

Customer First – emergencies: 0808 800 4005

Use the online form to submit a concern:

https://forms.hants.gov.uk/en/AchieveForms/?form_uri=sandbox-publish://AF-Process-7e6115a7-b0ba-484d-991f-084c1248ac72/AF-Stage-52cf8e73-0daf-47d4-bb55-0fdad856d3e6/definition.json&redirectlink=/en&cancelRedirectLink=/en

Appendix E

Signs of Abuse – Adults

Evidence of any one indicator from the following lists should not be taken on its own as proof that abuse is occurring. However, it should alert staff to make further assessments and to consider other associated factors. The lists of possible indicators and examples of behaviors are not exhaustive, and people may be subject to a number of abuse types at any one time.

Abuse or neglect can be categorised depending on their type. While there are many different types, the Care Act 2014 provides ten categories that adult abuse may form part of:

1. Physical abuse
2. Domestic Violence
3. Psychological abuse
4. Sexual abuse
5. Financial or material abuse
6. Modern slavery
7. Discriminatory abuse
8. Organisational abuse
9. Neglect and acts of omission
10. Self-neglect

Physical abuse; the intentional causing of physical harm to an adult:

- Assault, hitting, slapping, punching, kicking, hairpulling, biting, pushing
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate use of unlawful restraint
- Making someone purposely uncomfortable, e.g. opening a window and removing blankets when they have limited mobility
- Involuntary isolation or confinement
- Unauthorised restraint, restricting movement

Signs of physical abuse:

- Unexplained injury or injury that is inconsistent with the explanation given
- Unexplained fractures or repeated admissions to hospital
- Flinching when approached or being unwilling to cooperate with personal care
- Bruising suggesting systematic injury in the shape of objects or finger marks
- Adult at risk being forced to wear inappropriate clothing, e.g. a sweater in summer
- Subdued or changed behaviour in the presence of a particular person

Domestic violence or abuse; can be characterised by any of the indicators of abuse outlined, relating to:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

- Signs of domestic violence or abuse

Signs of domestic violence or abuse:

- Low self esteem
- Feeling that the abuse is their fault when it's not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation - not seeing friends and family
- Limited access to money.

Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. It also includes so called honour-based violence, female genital mutilation and forced marriage. Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:

- Acts of assault, threats, humiliation, and intimidation
- Harming, punishing, or frightening the person
- Isolating the person from sources of support
- Exploitation of resources or money
- Preventing the person from escaping abuse
- Regulating everyday behaviour

Sexual abuse is when someone is forced, persuaded, or tricked into engaging in sexual activities. This includes:

- Forcing or enticing adults at risk to take part in sexual activities
- Enticing the adults at risk to provide indecent images of themselves (often over the Internet)
- Physical penetrative contact, such as penetration with a finger or an object, or vagina or anal rape
- Bruising suggesting systematic injury in the shape of objects or finger marks
- Non-contact activities involving an adult at risk looking at or producing pornographic material
- Watching sexual activities and then encouraging an adult at risk to behave in a sexually inappropriate way
- Grooming, e.g. gaining the confidence of an adult at risk in order to persuade them into sexual activity
- Indecent exposure

Signs of sexual abuse:

- Disturbed behaviour: self-harm, inappropriate sexual behaviour, sadness, depression, and loss of self esteem
- Unusual vaginal, anal, or oral discharge
- Unforeseen pregnancy and/or a sexually transmitted infection (STI)
- Poor concentration, withdrawal, sleep disturbance
- Bleeding, pain or itching in the genital area
- Unusual difficulty in walking or sitting
- Excessive fear/apprehension or withdrawal from relationships
- Reluctance to be alone with a particular person

Psychological or emotional abuse - any act that has a negative impact on the emotional well-being of a person such as:

- Conveying that someone is worthless, unloved, or inadequate
- Inappropriate expectations regarding age or development
- Causing someone to frequently feel frightened or in danger
- Humiliation, intimidation, and indifference
- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy
- Threats of harm or abandonment

Signs of psychological or emotional abuse:

- An air of silence when a particular person is present
- Withdrawal or change in the psychological state of a person
- Insomnia
- Low self esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress, tearfulness, anger
- Apparent false claims by someone involved with the person, to attract unnecessary treatment.

Financial or material abuse - a way of controlling threatening or degrading someone that restricts their freedom. Examples of financial abuse include:

- Theft of money or possessions
- Fraud, scamming
- Preventing a person from accessing their own money, benefits, or assets
- Employees taking a loan from a person using their service
- Undue pressure, duress, threat, and undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions
- Misuse of benefits or direct payments in a family home, someone moving into a person's home and living rent free without agreement or under duress
- False representation, using another person's bank account, cards, or documents
- Exploitation of a person's money or assets, e.g. unauthorised use of a car
- Rogue trading – e.g. unnecessary or overpriced property repairs and/or failure to carry out agreed repairs or poor workmanship.

Signs of financial or material abuse:

- Missing personal possessions
- Unexplained withdrawals from a person's bank account
- Unexplained shortage of money, despite an adequate income are immediately following benefit day
- Unpaid bills or sudden inability to pay bills
- Loans or credit cards being taken out by a person in circumstances that give cause for concern, such as the age of the person taking out the loan
- Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house
- Recent changes in deeds or title to property

- Rent arrears and eviction notices
- Unnecessary property repairs.

Modern slavery - the severe exploitation of other people for a personal or commercial gain

- Human trafficking
- Forced labour
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution, and pornography
- Debt bondage - being forced to work to pay off debts that realistically they never will be able to.

Signs of modern slavery

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seemingly under the control or influence of others
- Living in dirty, cramped, overcrowded accommodation and/or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoiding eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers.

Discriminatory abuse is usually motivated by discriminatory and oppressive attitudes towards individuals based on age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion and belief, sex, or sexual orientation (known as 'protected characteristics' under the Equality Act 2010)

- Unequal treatment related to a protected characteristic
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Denying access to communication aids, not allowing access to an interpreter, signer, or lip reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment, and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic
- Hate crime, e.g. race, homophobic and disability hate crime
- Verbal abuse/ inappropriate use of language.

Signs of discriminatory abuse

- The person appears withdrawn and isolated
- Deliberate exclusion
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic
- Physical abuse/ assault

Organisational or institutional abuse occurs when there are ongoing instances of poor treatment of individuals receiving care or support in the care setting, hospital, or own home

- Authoritarian management of rigid regimes
- Lack of leadership and supervision
- Lack of respect for dignity and privacy
- Misuse of medication

- Failure to provide care with dentures, spectacles, or hearing aids
- Not taking account of individual's cultural, religious, or ethnic needs
- Abusive and disrespectful attitudes towards people using the service
- Run-down overcrowded establishment
- Failure to respond to abuse appropriately
- Not offering choice or promoting independence

Signs of organisational or institutional abuse:

- Lack of flexibility and choice for people using the service
- Poor standards of care
- People being hungry or dehydrated
- Lack of personal clothing and possessions and communal use of personal items
- Lack of procedures
- Poor recordkeeping and missing documents
- Absence of visitors
- Few social, recreational, and educational activities
- Public discussion of personal matters

Neglect and acts of omission

Neglect is the failure of any person, who has responsibility for the charge, care, or custody of an adult at risk, to provide the amount and type of care that a reasonable person would be expected to provide. Neglect can be intentional or unintentional:

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation, and activity, personal or medical care
- Providing care in a way that the person dislikes
- Refusal of access to visitors
- Not taking account of the individual's cultural, religious, or ethnic needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Failure to ensure privacy and dignity.

Signs of neglect and acts of omission

- Unsanitary living conditions; dirt, bugs, soiled bedding, and clothes
- Poor personal hygiene
- Malnutrition, dehydration, or unexplained weight loss
- Untreated injuries and medical problems
- Unsuitable clothing for the weather, e.g. thin clothing in winter
- Unsafe living conditions (no heat or running water, faulty electrical wiring, other fire hazards)
- Meals/ drinks not touched - can they see them? Do they know they are there? Do they need assistance or encouragement?

Self-neglect - described as a behavioural condition in which a person neglects to care for their own basic needs:

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health, or surroundings
- Inability to avoid self-harm

- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs.

Signs of self-neglect:

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing, or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury