

SAFEGUARDING POLICY



Reviewed by Maria Pavey & Jane Hare

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Table of Contents:

VERSION CONTROL	3
Details of Organisation	4
Organisation details.....	4
Premises.....	5
Leadership Team	5
Safeguarding Co-ordinator	5
Insurance Company	5
Our commitment.....	6
PREVENTION.....	7
Understanding abuse and neglect.....	7
Definition of Abuse.....	7
Safer recruitment	7
Safeguarding training	7
Management of Workers – Codes of Conduct	8
Practice Guidelines.....	8
Whistleblowing:.....	8
Working in Partnership.....	9
RESPONDING TO ALLEGATIONS OF ABUSE	10
Detailed procedures where there is a concern about a child:	12
Detailed procedures where there is a concern that an adult is in need of protection:.....	12
Allegations of abuse against a person who works with children/young people	13
Allegations of abuse against a person who works with adults with care and support needs	13
PASTORAL CARE	14
Supporting those affected by abuse	14
Working with offenders and those who may pose a risk	14
Lone Working - key Safeguarding considerations.....	14
ADOPTION OF THE POLICY FOR LICHFIELD FOODBANK	14

APPENDIX 1: DEFINITIONS AND SIGNS OF ABUSE 15
Definition of Abuse..... 15

VERSION CONTROL

March 2022 Complete rewrite following thirtyone:eight format (Version 31.1)

Previous version history Lichfield foodbank

Safeguarding policy version 1 August 2016

Safeguarding policy version 1.1. February 2017

Safeguarding policy version 1.2 June 2018

Safeguarding policy version 1.3 March 2020

Details of Organisation

Organisation details

- Address: Lichfield foodbank, Wade St Church office, Frog Lane, Lichfield, WS13 6HS
- Charity Number: 1162359
- Tel Number: 01543 253003
- Email: info@lichfield.foodbank.org.uk

Lichfield foodbank is part of a national network of foodbanks across the UK supported by The Trussell Trust. The Trussell Trust uses thirtyone:eight safeguarding services.

Lichfield foodbank provides food and signposting to local people in need.

Food is collected through permanent collection points, collections at local supermarkets and special collections by individuals and organisations. Money is collected during public collections and is donated directly and via organised fundraising events.

The organisation is staffed and run by a mixed team of up to 150 adult volunteers. Volunteers work in teams at each distribution centre, the warehouse, collecting at supermarket events and as drivers transporting goods between all locations.

Children may help occasionally if accompanied by an adult who is responsible for them at all times.

There is a formal agreement whereby pupils from Saxon Hill Academy may undertake work experience in the warehouse. They are always supervised by a member of staff.

Clients usually obtain a voucher (electronic code or paper request) from local Referral Agencies but can obtain access via a dedicated email address or telephone number. The voucher is exchanged for a supply of at least three days' food, geared to the size and makeup of the household.

Clients are often vulnerable when they come to foodbank. This can be for a wide variety of reasons including mental health problems, debt, disability and domestic violence. Clients are all adults and children can only attend if accompanied by an adult who is responsible for them at all times.

Signposting information is available at each Distribution Centre and we seek to engage closely with the local community.

Premises

Warehouse	Saxon Hill Academy, Kings Hill Road, Lichfield WS14 9DE
Distribution Centre, Curborough Community Centre	Reynolds Close, Lichfield WS13 7NY
Distribution Centre, Life Church	Netherstowe, Lichfield WS13 6TS
Distribution Centre, Wade St Church	Frog Lane, Lichfield WS13 6HL

Leadership Team

David Clarke, Chair of Executive Working Group	chair@lichfield.foodbank.org.uk 07836 334796
Jane Hare, Secretary, Executive Working Group	info@lichfield.foodbank.org.uk 07947 731856
Steve Speight, Chair of Trustees	steve@lifechurchlichfield.com 07816 075206
Peter Westwood, Lead Trustee for safeguarding	peterwestwood44@gmail.com 07879 803014

Safeguarding Co-ordinator

Safeguarding Co-ordinator	Maria Pavey Email: office@lifechurchlichfield.com Tel: 07505 129830
Deputy Safeguarding Co-ordinator	Ania Kluk Email: manager@curborough.community Tel: 07519 722071
Trussell Trust Safeguarding Team	Mark Ward, Head of Safeguarding and Quality and Data Protection Lead Tel 01722 580307, mobile 07419 989025
Insurance Company	Zurich

Our commitment

As the Leadership Team we recognise the need to provide a safe and caring environment for children, young people and adults. We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse, and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status”. We also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child.” As the Leadership Team we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

The policy and any attached practice guidelines are based on the ten **Safe and Secure** safeguarding standards published by thirtyone:eight. This is a link to their website - <https://thirtyoneeight.org/>

The Leadership Team undertakes to:

- endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- provide on-going safeguarding training for all its workers and will regularly review the operational guidelines referred to.
- ensure that the premises meet the requirements of the Equality Act 2010 and all other relevant legislation, and that it is welcoming and inclusive.
- support the Safeguarding Co-ordinator(s) in their work and in any action they may need to take in order to protect children and adults with care and support needs.
- not allow the document to be copied by other organisations.

PREVENTION

Understanding abuse and neglect

A person may abuse by inflicting harm or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or adult.

Definition of Abuse

There is a definition of abuse which is Internationally recognised and adopted within UK law. In order to safeguard those in our organisation we adhere to this definition which can be found in Appendix 1.

Also in Appendix 1 are detailed definitions of types of abuse, along with signs and indicators, and how to respond to a disclosure of abuse.

Safer recruitment

The Leadership Team will ensure all workers will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:

- There is a written role outline for the post.
- Those applying have completed an application form which includes a self-declaration form (if appropriate as part of DBS check) and a confidentiality statement.
- Those short listed have been interviewed.
- Safeguarding has been discussed at interview.
- Written references have been obtained, and followed up where appropriate.
- A disclosure and barring check has been completed **when the role requires it** and renewed every 3 years (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information).
- Qualifications where relevant have been verified.
- A suitable training programme is provided for the successful applicant.
- The applicant has completed an introductory period.
- The applicant has access to the organisation's safeguarding policy *via Lichfield foodbank website Lichfield.foodbank.org.uk* and knows how to report concerns.
- The applicant has been issued with a thirtyone:eight Worker's Pocket Guide.

Safeguarding training

The Leadership Team is committed to on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All our workers will receive induction training and undertake recognised safeguarding training on a regular basis.

The Leadership Team will also ensure that children and adults with care and support needs are provided with information on where to get help and advice in relation to abuse, discrimination, bullying or any other matter where they have a concern.

Management of Workers – Codes of Conduct

As a Leadership Team we are committed to supporting all workers and ensuring they receive support and supervision. All workers are issued with:

- Volunteer Handbook
- Volunteer Agreement
- Role Outline
- Access to relevant procedural information

Practice Guidelines

As an organisation working with children, young people and adults with care and support needs we wish to operate and promote good working practice. This will enable workers to run activities safely, develop good relationships and minimise the risk of false or unfounded accusation.

As well as the Volunteer Handbook and Volunteer Agreement there are good practice guidelines relating to specific areas of activity. These are available in the Distribution Centres and Warehouse as appropriate.

Whistleblowing:

As an organisation, we will follow the principles contained in the Public Interest Disclosure Act 1998. Therefore, we expect that all employees (paid or voluntary) will report improper actions and omissions. Whilst all malpractice and acts of discrimination will be investigated, it is especially important that suspicions of abuse are immediately report to the safeguarding co-ordinator.

The practice guidelines listed above are used alongside the working safely guidelines issued by Thirtyone:eight which can be found on their website - <https://thirtyoneeight.org/> We will also contact Thirtyone@eight for specific advise/guidance if needed.

Working in Partnership

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children, young people and adults. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse.

We will make our safeguarding policy publicly available so that partners understand our safeguarding expectations.

We believe good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

It is our expectation that any organisation we work in partnership with will have their own policy which meets thirtyone:eight's safeguarding standards, we will discuss this with those we partner with.

We expect partners to follow their own safeguarding procedures and to inform Lichfield foodbank if there are issues that affect how the foodbank should deal with clients or volunteers. Similarly, Lichfield foodbank will inform partners of issues that affect their clients and services.

RESPONDING TO ALLEGATIONS OF ABUSE

FOLLOW THE PROCEDURES BELOW - Under no circumstances should a volunteer or worker carry out their own investigation into an allegation or suspicion of abuse.

- Raising a concern - The worker or volunteer should make a report promptly – preferably on the day when the concern is raised and no later than 24hours after.
- The report can be written or verbal. The Safeguarding Co-ordinator or Deputy should be contacted in person and advised of the concern verbally and an agreement made regarding delivery of a written report.
- Following the report to the safeguarding co-ordinator, the team leader should be advised that an incident or concern is being raised.

Safeguarding Co-ordinator: Maria Pavey

Tel: 07505 129 830

Email: office@lifechurchlichfield.com

The above is nominated by the Leadership Team to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

In the absence of the Safeguarding Co-ordinator or, if the suspicions in any way involve the Safeguarding Co-ordinator, then the report should be made to the Safeguarding Deputy:

Safeguarding Deputy Co-ordinator: Ania Kluk

Tel: 07519 722071

Email: manager@curborough.community

If neither are available within 24hours, or if the suspicions implicate both the Safeguarding Co-ordinator and the Deputy, then the report should be made in the first instance to:

Thirtyone:eight PO Box 133, Swanley, Kent, BR8 7UQ.

Tel: 0303 003 1111.

Alternatively contact Social Services or the police. (Contact details are below)

The Safeguarding Co-ordinator should contact the appropriate agency or they may first ring the thirtyone:eight helpline for advice. They should then contact social services in the area the child or adult lives.

Name of local authority: Staffordshire County Council

Children's Social Services

Tel: 0800 1313126 **Out of hours Tel:** 0345 6042886

Website Address: www.staffordshire.gov.uk

Adult Social Services

Tel: 0345 604 2719 **Out of hours Tel:** 0345 604 2886

Website Address: www.staffordshire.gov.uk

Police Protection Team

Tel: 101 ask to be transferred to an appropriate team or in the event of an emergency 999

The Safeguarding Co-ordinator may need to inform others depending on the circumstances and/or nature of the concern.

Chair or trustee responsible for safeguarding who may need to liaise with the insurance company or the charity commission to report a serious incident.

Designated officer or LADO (Local Authority Designated Officer) if the allegation concerns a worker or volunteer working with someone under 18.

Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.

Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Co-ordinator, the absence of the Safeguarding Co-ordinator or Deputy should not delay referral to Social Services, the Police or taking advice from thirtyone:eight.

The Leadership Team will support the Safeguarding Co-ordinator/Deputy in their role and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.

It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from thirtyone:eight, although the Leadership Team hope that members of the organisation will use this procedure. If, however, the individual with the concern feels that the Safeguarding Co-ordinator/Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Co-ordinator(s) as to the appropriateness of a referral they are free to contact an outside agency direct. We hope by making this statement that the Leadership Team demonstrate its commitment to effective safeguarding and the protection of all those who are vulnerable.

The role of the safeguarding co-ordinator/deputy is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

Detailed procedures where there is a concern about a child:

Allegations of physical injury, neglect or emotional abuse.

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the Safeguarding Co-ordinator/Deputy will:

- Contact Children's Social Services (or thirtyone:eight) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Children's Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.
- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Services direct for advice.
- Seek and follow advice given by thirtyone:eight (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services.

Allegations of sexual abuse

In the event of allegations or suspicions of sexual abuse, the Safeguarding Co-ordinator/Deputy will:

- Contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team direct. They will NOT speak to the parent/carer or anyone else.
- Seek and follow the advice given by thirtyone:eight if for any reason they are unsure whether or not to contact Children's Social Services/Police. Thirtyone:eight will confirm its advice in writing for future reference.

Detailed procedures where there is a concern that an adult is in need of protection:

Suspicious or allegations of abuse or harm including; physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, domestic abuse.

If there is concern about any of the above, Safeguarding Co-ordinator/Deputy will:

- Contact the Adult Social Care Team which has responsibility under the Care Act 2014 to investigate allegations of abuse. Alternatively thirtyone:eight can be contacted for advice.
- If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

If there is a concern regarding spiritual abuse, Safeguarding Co-ordinator will:

- Identify support services for the victim i.e. counselling or other pastoral support
- Contact thirtyone:eight and in discussion with them will consider appropriate action with regards to the scale of the concern.

Allegations of abuse against a person who works with children/young people

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the Safeguarding Co-ordinator, in accordance with Local Safeguarding Children Board (LSCB) procedures will:

- Liaise with Children's Social Services in regards to the suspension of the worker
- Make a referral to a Designated officer or LADO (Local Authority Designated Officer) whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- Make a referral to Disclosure and Barring Service for consideration of the person being placed on the barred list for working with children or adults with additional care and support needs. This decision should be informed by the LADO if they are involved.

Allegations of abuse against a person who works with adults with care and support needs

The safeguarding co-ordinator will:

- Liaise with Adult Social Services in regards the suspension of the worker
- Make a referral to the DBS following the advice of Adult Social Services

The Care Act places the duty upon Adult Services to investigate situations of harm to adults with care and support needs. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers or no further action if the 'victim' chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Services to decide not the church.

PASTORAL CARE

Supporting those affected by abuse

The Leadership Team is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with or are part of the place of worship.

Working with offenders and those who may pose a risk

When someone attending the foodbank is known to have abused children, is under investigation, or is known to be a risk to adults with care and support needs; the Leadership Team will supervise the individual concerned and offer pastoral care, but in its safeguarding commitment to the protection of children and adults with care and support needs, set boundaries for that person, which they will be expected to keep. These boundaries will be based on an appropriate risk assessment and through consultation with appropriate parties.

Lone Working - key Safeguarding considerations

Volunteers might work alone either at the foodbank distribution centres or warehouse or delivering a parcel to a client. Delivering a parcel alone to a client should only be done in extreme circumstances and the volunteer should never enter the client's premises, but deliver the food at the front door. When lone working the volunteer should tell a contact:

- where they are
- when they expect to finish
- contact details for someone if there is a problem e.g. a key holder or the police

The contact may be family or a friend. When the volunteer finishes, they should check in with the contact to say everything is OK. If the volunteer does not check in the contact should get in touch with the key holder to investigate what is happening or call the police.

Aspects of lone working are covered in the Volunteer Agreement and a full version of the lone working policy is available covering security, health and safety, premises and best practice.

Foodbank Practice Guidelines– more specific guidelines, working practises, information on conduct, confidentiality, whistleblowing, conflict resolution, H&S including this safeguarding policy can be found in the distribution centre/warehouse guidance folders

ADOPTION OF THE POLICY FOR LICHFIELD FOODBANK

This policy was agreed by the Executive Working Group (EWG) for approval by the Trustees and will be reviewed regularly.

APPENDIX 1: DEFINITIONS AND SIGNS OF ABUSE

Definition of Abuse

The Internationally recognised definition is contained in two documents: Article 19 of the UN Convention on the Rights of the Child and, for adults, Article 5 of the UN Universal Declaration of Human Rights.

Article 19 states:

1. States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.

2. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.

Article 5 contains the statement:

No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

Statutory Definitions of Abuse (Children)

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm.

Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or another child or children.

Child protection legislation throughout the UK is based on the United Nations Convention on the Rights of the Child. Each nation within the UK has incorporated the convention within its legislation and guidance.

England: The four definitions (and a few additional categories) of abuse below operate in England based on the government guidance 'Working Together to Safeguard Children (2018)'.

What is abuse and neglect?

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children.

Physical abuse : Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional abuse : Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual abuse : Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Neglect : Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Child sexual exploitation

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology

Extremism

Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.

Signs of Possible Abuse (children & young people)

The following signs could be indicators that abuse has taken place but should be considered in context of the child's whole life.

Physical

- Injuries not consistent with the explanation given for them
- Injuries that occur in places not normally exposed to falls, rough games, etc
- Injuries that have not received medical attention
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises on babies, bites, burns, fractures etc which do not have an accidental explanation*
- Cuts/scratches/substance abuse*

Sexual

- Any allegations made concerning sexual abuse
- Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour
- Age-inappropriate sexual activity through words, play or drawing
- Child who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Eating disorders - anorexia, bulimia*

Emotional

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clinging.
- Depression, aggression, extreme anxiety.
- Nervousness, frozen watchfulness
- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away/stealing/lying

Neglect

- Under nourishment, failure to grow, constant hunger, stealing or gorging food, Untreated illnesses,
- Inadequate care, etc

*These indicate the possibility that a child or young person is self-harming. Approximately 20,000 are treated in accident and emergency departments in the UK each year.

Definitions of Abuse (Adults)

The following information relates to the Safeguarding of Adults as defined in the Care Act 2014, Chapter 14. Safeguarding, this replaces the previous guidelines produced in 'No Secrets' (Department of Health 2000)

The legislation is relevant across England and Wales but on occasions applies only to local authorities in England.

The Safeguarding duties apply to an adult who;

- has need for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Organisations should always promote the adult's wellbeing in their safeguarding arrangements. People have complex lives and being safe is only one of the things they want for themselves. Professionals should work with the adult to establish what being safe means to them and how that can be best achieved. Professional and other staff should not be advocating 'safety' measures that do not take account of individual well-being, as defined in Section 1 of the Care Act.

Link: [The Care Act 2014](#)

Link: [Care and Support Statutory Guidance under the Care Act 2014](#)

This section considers the different types and patterns of abuse and neglect and the different circumstances in which they may take place. This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.

Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

Sexual abuse – including 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.

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.

Organisational abuse – including neglect and poor care practice within an Institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to 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.

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. Incidents of abuse may be one-off or multiple, and affect one person or more.

Signs of Possible Abuse in Adults

Physical abuse

- History of unexplained falls, fractures, bruises, burns, minor injuries.
- Signs of under or over use of medication and/or medical problems left unattended.
- Any injuries not consistent with the explanation given for them
- Bruising and discolouration - particularly if there is a lot of bruising of different ages and in places not normally exposed to falls, rough games etc.
- Recurring injuries without plausible explanation
- Loss of hair, loss of weight and change of appetite
- Person flinches at physical contact &/or keeps fully covered, even in hot weather;
- Person appears frightened or subdued in the presence of a particular person or people

Domestic violence

- Unexplained injuries or 'excuses' for marks or scars
- Corecive, controlling and/or threatening relationship including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence and Female Genital Mutilation.
- Age range extended to 16 yrs.

Sexual abuse

- Pregnancy in a woman who lacks mental capacity or is unable to consent to sexual intercourse
- Unexplained change in behaviour or sexually explicit behaviour
- Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
- Infections or sexually transmitted diseases
- Full or partial disclosures or hints of sexual abuse
- Self-harming
- Emotional distress
- Mood changes
- Disturbed sleep patterns

Psychological abuse

- Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful
- Intimidated or subdued in the presence of a carer
- Fearful, flinching or frightened of making choices or expressing wishes
- Unexplained paranoia
- Changes in mood, attitude and behaviour, excessive fear or anxiety
- Changes in sleep pattern or persistent tiredness
- Loss of appetite
- Helplessness or passivity
- Confusion or disorientation
- Implausible stories and attention seeking behaviour
- Low self-esteem

Financial or material abuse

- Disparity between assets and living conditions
- Unexplained withdrawals from accounts or disappearance of financial documents or loss of money
- Sudden inability to pay bills, getting into debt
- Carers or professionals fail to account for expenses incurred on a person's behalf
- Recent changes of deeds or title to property
- Missing personal belongings
- Inappropriate granting and or use of Power of Attorney

Modern slavery

- Physical appearance; unkempt, inappropriate clothing, malnourished
- Movement monitored, rarely alone, travel early or late at night to facilitate working hours.
- Few personal possessions or ID documents.
- Fear of seeking help or trusting people.

Discriminatory abuse

- Inappropriate remarks, comments or lack of respect
- Poor quality or avoidance care
- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender or sexuality
- Abuse may be observed in conversations or reports by the person of how they perceive themselves

Institutional Abuse

- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender or sexuality
- Abuse may be observed in conversations or reports by the person of how they perceive themselves
- No confidence in complaints procedures for staff or service users.
- Neglectful or poor professional practice.

Neglect and acts of omission

- Deteriorating despite apparent care
- Poor home conditions, clothing or care and support.
- Lack of medication or medical intervention

Self-neglect

- Hoarding inside or outside a property
- Neglecting personal hygiene or medical needs
- Person looking unkempt or dirty and has poor personal hygiene
- Person is malnourished, has sudden or continuous weight loss and is dehydrated – constant hunger, stealing or gorging on food
- Person is dressed inappropriately for the weather conditions
- Dirt, urine or faecal smells in a person's environment
- Home environment does not meet basic needs (for example no heating or lighting)
- Depression