

[Community Action Norwich](#)

SAFEGUARDING VULNERABLE ADULTS POLICY

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2. Introduction

Community Action Norwich fully recognises the contribution we can make in protecting adults with care and support needs from abuse and neglect. Our policy applies to all adults at risk of abuse or neglect and to all members of staff and service users.

Under the Care Act 2014 (S.42) anyone aged 18 years or older is considered to be an adult and could potentially be at risk of abuse or neglect **if** she or he:

- Has needs for care and support (regardless of the level of need and whether or not the council is meeting any of those needs)
- Is experiencing, **or** is at risk of abuse or neglect, **and**
- As a result of those needs, is unable to protect themselves against the abuse or neglect or the risk of it.

Where someone over 18 years is still receiving children's services, for example in an education setting until the age of 25, and a safeguarding issue is raised the matter should

Updated July 2023

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be dealt with through adult safeguarding arrangements. Children's safeguarding and other relevant partners should be involved as appropriate. The level of need is not relevant and the young adult does not need to have eligible needs for care and support under the Care Act.

For domestic abuse the age limit is 16 years of age.

For further information visit <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#safeguarding-1>

The objectives of adult safeguarding are to:

- Stop abuse or neglect wherever possible
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- Respond sensitively and in a consistent manner to all reported incidents of abuse and neglect, in accordance with this policy
- Safeguard adults in a way that supports them in making choices and having control about how they want to live to achieve the outcomes they want
- Promote an approach that concentrates on improving the quality of life for the adults concerned
- Ensure access to all types of justice in all appropriate circumstances
- Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- Provide information, support and training in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- Provide information and training that assists in the recognition of abuse and the early identification of any services which are failing to ensure the safety of adults
- Seek continuous improvement of policy, procedures and practice in relation to safeguarding, using feedback from service users, staff and participating agencies
- Address what has caused the abuse or neglect

Our adult safeguarding work is underpinned by six key principles that describe the individual outcomes that should result:

- **Empowerment** – Presumption of person led decisions and informed consent.

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- **Prevention** – It is better to take action before harm occurs
- **Proportionality** – Proportionate and least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in greatest need.
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability** – Accountability and transparency in delivering safeguarding

This policy gives clear guidance to all staff, volunteers and other visitors about the behaviour we expect and our legal responsibilities to safeguard and promote the welfare of adults at risk of abuse or neglect that we come in contact with.

3. Definitions

In this policy, the following words and phrases have the following meanings:

Service user - includes any member organisation, client or other customer of the charity's activities, partnership projects or divisions, any visitors to Community Action Norwich's premises and any other member of the public who may be affected by the charity's work.

Members of staff - includes any trustee, director, employee, worker, agency worker, apprentice, intern, volunteer, contractor or consultant employed or engaged by Community Action Norwich.

4. Our Ethos

Community Action Norwich will establish and maintain an environment where adults feel safe, secure, are encouraged to talk and are listened to. Adults will be able to talk freely to any member of staff to our organisation if they are worried or concerned about something.

We will support anyone who, **in good faith**, reports his or her concerns that an adult is being abused or neglected or is at risk of abuse or neglect even if those concerns prove to be unfounded.

Through training – both induction and on-going refresher training we will ensure that all our members of staff:

- understand the importance of safeguarding and their role in safeguarding adults
- recognise an adult potentially in need of safeguarding and know what action to take
- are able to recognise a disclosure from an adult and react appropriately
- are aware of the different forms of abuse and neglect

- understand dignity and respect when working with individuals
- know how to report an adult safeguarding concern.

We will provide information and advice to enable all the adults we work with to understand their rights and how they can obtain help and support.

At all times we will work in partnership and try to establish effective working relationships with carers, spouses/partners, relatives and colleagues from other agencies and organisations.

5. Procedural Framework

5.1 Recruitment

Our recruitment practices follow Safer best practice and are designed to help prevent unsuitable people from working with adults at risk of abuse or neglect.

This includes:

- Ensure the job description/role profile and person specification accurately reflect the duties, qualifications and experience required
- Define selection criteria based on the person specification the role
- Prepare an information pack for candidates
- Widely circulate details of all vacancies
- Ask for a written application form which includes a written declaration with regards to criminal convictions
- Ask for identification which includes a photograph
- Ask to see and copy the original of any qualifications
- Conduct interviews with at least two people present
- Ask for and check at least two references, including the most recent employer
- Organise a comprehensive induction period which includes familiarisation with our safeguarding policies, procedures and safeguarding training.

In addition, an integral part of this is the correct use of DBS checks:

- **Standard** – which includes checks for spent and unspent convictions, cautions, reprimands and final warnings
- **Enhanced** - which includes the same checks as the standard plus any additional information held by local police that is reasonably considered relevant to the post being applied for.

- **Enhanced with Barred List** – this includes the same checks as the enhanced check plus checks against the appropriate barred list to ensure that the individual has not been barred from working with adults at risk of abuse or neglect. Only members of staff involved in **regulated activities** are required to undergo a mandatory Enhanced DBS with Barred List.

Regulated Activities relating to Adults comprise the provision of:

- health care
- personal care
- social work
- assistance with cash, bills and/or shopping
- assistance in the conduct of a person's own affairs
- transport to and from a place where an individual receives health, personal or social care [excludes family, friends and taxi drivers]

5.2 Training

Induction Training:

All new members of staff will undertake a formal induction period and training, which will include:

- Review and discussion of the safeguarding arrangements in place.
- Reading a copy of this safeguarding policy
- Introduction to who the Adult Safeguarding Lead is and how to contact them
- Provision of a copy of the Adult Safeguarding Concern Notification form and guidance on how to complete it and who to pass it to.
- Completion of Level 1 Safeguarding Adults Training within 3 months of start, if
if not already in place

Members of staff identified as requiring higher levels of Safeguarding training, for example front-line workers having direct contact with service users and carers, will be required to undertake mandatory approved classroom training within 6 months of their start date.

Refresher Training

All members of staff will be required to read this policy annually or after it has been reviewed and updated if sooner.

Every member of staff will undertake appropriate safeguarding training every three years.

Any Adult Safeguarding Training we use will meet the standards of the *Norfolk* Safeguarding Adults Board's Safeguarding Training programme and include:

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- Understand the background to safeguarding adults
- Be able to define abuse
- Recognise some signs and symptoms of abuse
- Know what to do in cases of suspected abuse
- Know who the Adult Safeguarding Lead is and how to contact them.

5.3 Contractors

Managers overseeing the work of contractors on behalf of Community Action Norwich will be expected to ensure that the contractors have an awareness of safeguarding and that staff working on behalf of Community Action Norwich, or on Community Action Norwich's premises, do so under this policy and know to report any adult safeguarding concerns that they have directly to our Adult Safeguarding Lead, or in their absence to the responsible manager.

5.4 Visitors

All regular visitors will be:

- Given a copy of this policy.
- Told who our Adult Safeguarding Lead is and how to contact them or, in their absence a responsible manager.
- Told how the recording and reporting system for adult safeguarding concerns works

5.5 Service Users

All service users, partners, spouses, relatives and carers will be informed:

- Of our legal duty to assist our colleagues in other agencies with adult safeguarding enquiries and given access to this policy
- What happens should we have cause to make a safeguarding referral to Adult Social Care

4.5 Working Practices

All members of staff will be provided with advice to help them avoid putting themselves in a situation which could put them at risk of having an allegation of abuse made against them.

This includes:

- always try to ensure, where practical to do so, that a third party is present; avoid unobserved one-to-one situations with adults – keep a door open and/or ensure that you are within the hearing of others;
- don't offer to transport an adult in your own vehicle without another person present, unless this is an agreed part of your role and documented in your job/role description;
- never allow yourself to be drawn into inappropriate attention seeking behaviour

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- never enter a room where an adult may not be fully dressed without first clearly obtaining their consent;
- never undertake activities of a 'personal' nature for an adult unless that is clearly defined as part of your role – this is likely to be considered a regulated activity;
- never engage in, or allowing, any sexually provocative games, whether based on talking or touching;
- never make suggestive remarks or discriminatory comments;
- never engage in, or tolerate bullying or harassment
- never engage in, or tolerate, inappropriate physical activity e.g. horseplay;
- never trivialise allegations of abuse or neglect;
- do your part in developing a culture in which everyone feels able to point out inappropriate attitudes and behaviours to each other;
- ensure that all allegations of abuse are reported, including any made against you
- remember that someone else might misinterpret your actions, no matter how well intentioned.

6. Roles and Responsibilities

6.1 Organisational and Individual Responsibilities

All members of staff have a duty to safeguard adults from abuse and neglect and to ensure they know and understand this policy and its associated procedures.

All information relating to a safeguarding concern given to the Adult Safeguarding Lead over the telephone must be confirmed in writing, either a printed document, secure email, or hand written but in ink, signed and dated by the person with the concern.

From April 2015 the Care Act 2014 established a new statutory framework for care, support and adult safeguarding. This includes giving statutory powers to Safeguarding Adults Boards for coordinating local multi-agency systems, policies and procedures to prevent harm and reduce the risk of abuse or neglect to adults with care and support needs. At all times Community Action Norwich aims to keep up to date with, and adhere to, the most recent local and national safeguarding advice and guidance and encourages all our staff and volunteers to do the same. This can be accessed via <https://www.gov.uk/government/publications/safeguarding-policy-protecting-vulnerable-adults>

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Community Action Norwich undertakes to remedy without delay any weakness in regard to our safeguarding arrangements that is brought to our attention.

6.2 Adult Safeguarding Lead

The Adult Safeguarding Lead will ensure that this policy and associated procedures are in place and in line with local and national guidance, and that they are reviewed annually or updated when necessary to reflect changes in legislation or guidance.

More specifically the Adult Safeguarding Lead is responsible for:

- Liaising with Adult Social Services and other agencies where necessary and making referrals using the agreed procedures detailed below.
- Ensuring that all staff and volunteers are aware of our policy and the procedure they need to follow.
- Ensuring that all staff, volunteers and regular visitors have received appropriate safeguarding information and training during induction and this training is refreshed every three years.
- Liaising with the Resources and Facilities Manager to ensure that Safer recruitment practices are followed at all times.

The Adult Safeguarding Lead will maintain a record of all concerns raised, that the relevant form has been completed and the subsequent actions taken. This will not include any details that would allow the adult to be identified and will be reviewed annually by Trustees.

6.3 Members of staff

All members of staff must ensure that they know how to report any adult safeguarding concerns, know who they should report these concerns to and are able to follow this policy and its associated procedures.

All members of staff have a responsibility to maintain and develop their knowledge and skills regarding the safeguarding issues relevant to their role. Community Action Norwich will support their professional development in this regard.

All members of staff must maintain an awareness of what they are doing around adults at risk of abuse or neglect and not put themselves in a position where they could be at risk of an allegation. If during a visit to a different organisation they have concerns for the welfare of an adult at risk of abuse or neglect, they must report it to Community Action Norwich so that Community Action Norwich can follow its own safeguarding procedures; they should also follow this policy and procedure for reporting their concerns within Community Action Norwich.

6.4 Partners of Community Action Norwich

Community Action Norwich will ensure that our partners and members have an Adult Safeguarding Policy that is in line with our ethos and the recommendations of Norfolk's Safeguarding Adults Board and we will ask for confirmation of this.

6.5 Recruiting Managers

At all times Community Action Norwich will follow recruitment procedures that help deter, reject or identify people who might abuse or neglect adults at risk or are otherwise unsuited to working with them.

It is the responsibility of the HR Manager and the recruiting manager to follow the guidance in section 4.1 above.

See the *Community Action Norwich Recruitment Policy and Procedures* for further information.

6.6 Line Managers Induction

It is the responsibility of the Project Manager and line managers to ensure all new staff and volunteers follow and complete an agreed induction programme, including the safeguarding information outlines in section 4.2 above.

See the *Community Action Norwich Induction Policy and Procedures* for further information.

Supervision & training

All line managers have a duty to their staff and volunteers that work with and/or are likely to come into contact with adults at risk of abuse or neglect to ensure the provision of:

- Adequate and regular adult safeguarding and data protection training including signs and symptoms of abuse or neglect, how to record information and confidentiality.
- Clear and up to date procedures to follow in relation to adult safeguarding, including information sharing and what to do if they have concerns that an adult is suffering or likely to suffer significant harm.
- Ready access to advice, expertise and management support in all matters related to adult safeguarding (including recognition of the need for additional support in particular cases or circumstances).
- Systems to protect them from violence, bullying and harassment.
- Systems to monitor that they comply with expected behaviour and good practice through performance management and professional development arrangements.
- Systems to recognise and respond to poor practice e.g. regular audits of cases that involve adults at risk.
- Complaints and whistle-blowing procedures to allow them to highlight issues for consideration and resolution.
- Collated information from the Norfolk Safeguarding Adults Board about issues arising from local operational experience.
-

See the *The Organisation's Training Policy, Community Action Norwich's Data Protection Policy and Community Action Norwich's Whistle-blowing Policy* for further information.

7. Dealing with allegations of abuse / neglect against members of staff

Allegations of abuse or neglect can sometimes arise from a differing understanding of the same event, but when they occur they are distressing and difficult for all concerned. We also recognise that many allegations are genuine and there are some people who harm or abuse adults.

As part of our commitment to safeguarding the adults we work with and support we will follow the policies and guidance from *Norfolk's* Safeguarding Adults Board.

All members of staff will be made aware of the procedures that will be followed if an allegation of abuse or neglect is made against them.

We will support anyone who, **in good faith**, reports his or her concerns that an adult is being abused or neglected or is at risk of abuse or neglect even if those concerns prove to be unfounded.

The MASH [Multi-agency Safeguarding Hub] must be informed **within one working day** of any allegation reported directly to us. Telephone **0344 800 8020** follow the prompts to the Adult Safeguarding option.

Any allegations that are made to the Police or Adult Social Care about an employee will be referred to the MASH who will liaise with us as to the appropriate course of action. If an individual [paid worker or unpaid volunteer] is bared from working with adults (or would have, had the person not left first) because the person poses a risk of harm to adults, we must make a referral to the Disclosure and Barring Service. **It is a criminal offence to fail to make a referral without good reason.**

8. Handling a disclosure of abuse

An adult may tell someone they trust that they are being abused or neglected. They will often not be aware of sources of help and support. It takes courage to confide in someone – the way in which staff/volunteers respond can be crucial.

Do:

- remain calm and receptive;
- listen without interrupting;
- make it clear that you are taking the matter seriously;
- acknowledge their courage in telling you;
- let them know you will do what you can to help;
- try to get their permission for you to share the information on a need to know basis to enable them to receive the help and support they need
- record, using ink, what was said as soon as possible – signing and dating it

- contact the Adult Safeguarding Lead immediately
- Seek support

Do not:

- allow your shock to show;
- ask leading questions;
- probe for more information;
- make assumptions or speculate;
- make negative comments about the abuser;
- make promises you cannot keep;
- give assurances of absolute confidentiality – particularly in those situations where other adults may be at risk

What to do if the adult asks you to keep the information secret:

- If the adult has mental capacity, then the public interest test applies i.e. if someone else could be a victim of the alleged perpetrator it is in the public interest to report it with or without the victims consent.
- If the adult does not have mental capacity you have a duty to report it without their consent.

In any case, you should consult the Adult Safeguarding Lead.

9. Making a safeguarding referral

We are clear that the Local Authority and the Police must lead all investigations into any allegation regarding adult safeguarding.

If any member of staff is concerned about the safety or wellbeing of any adult they come into contact with through their work at Community Action Norwich they must contact the Adult Safeguarding Lead at the earliest opportunity to discuss and agree the way forward. They must then record their concerns immediately on the Adult Safeguarding Concern Notification form (see Appendix A) and send this to the Adult Safeguarding Lead. In most instances the Adult Safeguarding Lead will contact Adult Social Services via telephone: **0344 800 8020** [operates 24 hours a day 365 days a year].

This call can also be made by the individual raising the concern or their line manager (following the prompts will take you to the Safeguarding Option) and, if this is the case, they should state that it is an adult safeguarding matter and explain the concerns.

Then clarify with them what action should be taken and by whom; make a note of the person you spoke to including the guidance they gave you, their name and contact details on the Adult Safeguarding Concern Notification form before forwarding the form to the Adult Safeguarding Lead.

Guidance on the information required when making a referral is available on the NSAB website www.norfolksafeguardingadultsboard.info/professionals/guidance-and-documents Send a copy to the named contact by e-mail, fax, or post within 24 hours.

If the Adult Safeguarding Lead or Line Manager is unsure if a referral should be made, they should contact the MASH and ask for a professional consultation. This can be anonymous on the part of the adult to help establish the level of concern and any action advised. This should also be documented on the notification form.

10. Records and confidentiality

All information relating to a safeguarding concern given to the Adult Safeguarding Lead over the telephone must be confirmed in writing, either a printed document, secure email, or hand written but in ink, signed and dated by the person with the concern.

Any information recorded will be kept in a separate named file, in a secure cabinet and not in the individual's file. These files are the responsibility of the Adult Safeguarding Lead and information will only be shared within Community Action Norwich on a need to know basis for the protection of the adult.

Any safeguarding information will be kept in the file and added to. Copies of referrals will be stored in the file.

All information is confidential and must be managed in line with Community Action Norwich's Data Protection policy. However, if there is safeguarding concern information can be shared with Adult Social Services, the Police and where appropriate the Care Quality Commission.

11. Other relevant policies

To underpin the values and ethos of our organisation and our intent to ensure the adults we work and support with are appropriately safeguarded the following policies are also included under our safeguarding umbrella:

Bullying and Harassment
Complaints
Confidentiality
Data Protection
Equality and Diversity
Health and Safety
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Recruitment
Training
Whistle Blowing

12. Key contacts & responsibilities

The Trustees have overall responsibility for ensuring implementation and adherence to this policy. On a day to day basis this responsibility is delegated to the Chief Executive. The Chief Executive is authorised to use his/her discretion in the operation and implementation of this policy and associated procedures; subject to reporting any substantive changes to the Board of Trustees and/or the relevant Sub-committee as appropriate.

The Adult Safeguarding Lead is *Duane Elkins, Community Outreach development officer*, who can be contacted as follows:

Email: duane@communityactionnorwich.co.uk

Telephone: 01603 617771

Post: 2 Martineau Lane

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13. Data Protection

In the implementation of this policy, Community Action Norwich may process personal data and/or special category personal data collected in accordance with our Data Protection policy. Data collected from the point at which this policy is invoked will only inform the charity for the benefit of implementing this policy. All data is held securely and accessed by, and disclosed to, individuals only for the purposes of this policy. Inappropriate access or disclosure of employee data constitutes a data breach and should be reported in accordance with Community Action Norwich's GDPR and data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under Community Action Norwich's disciplinary procedure.

Appendix A - Adult Safeguarding Concern Notification Form

1) Please speak to the Adult Safeguarding Lead, or in their absence your Line Manager, at the earliest opportunity and complete this form to document your concerns and the initial outcome of this discussion. If you consider the adult is in immediate danger then you MUST contact the Police straightaway.

Name of adult	
Date of birth	
Home address	
Date of incident	
Location of incident	

2) Please identify the type of abuse you are concerned about or have witnessed (more than one may apply):

Physical abuse		Modern slavery	
Domestic violence		Discriminatory abuse	
Sexual abuse		Organisational abuse	
Psychological abuse		Neglect & acts of omission	
Financial or material abuse		Self-neglect	
Other please specify			

3) Please describe the nature of your concerns in as much detail as possible in the box below (continue on a separate sheet if necessary). Remember to include dates, what happened, location, names of other witnesses:

4) Please explain any actions you have taken as a result of your concerns in the box below (continue on a separate sheet if necessary) for example who you have spoken to, when, what advice was received:

5) Details of person notifying concerns:

Your name	
Your role/job title	
Your Organisational project/ division	
Your work and personal contact numbers	Daytime: Home/mobile:

Signature

Date

Please return the completed form to *Duane Elkins*, Adult Safeguarding Lead at
Address: Community Action Norwich, 2 Martineau lane, Norwich. NR1 2HX
or via email to

For completion by Adult Safeguarding Lead:

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Action taken	By whom	Date

Name	
Job title	
Date form received	

Signature

Date

Appendix B – What is Abuse and Neglect?

The Care Act 2014 does not set out a specific definition of abuse. Abuse can consist of a single or repeated act(s); it can be intentional or unintentional or result from a lack of knowledge.

Abuse and neglect can take many forms:

- It may be an isolated incident, a series of incidents or a long term pattern of behaviour
- It could affect one person or many more
- It may be in someone's home, in public or in an institutional setting
- It may be deliberate or the result of negligence or ignorance

- Exploitation in particular is a common pattern in abuse and neglect
- The degree or lack of intent will inform the response which will be appropriate and proportionate to the concerns that have been raised.

Abuse and neglect can happen anywhere – including:

- In a person's own home and/or other people's homes;
- In public places or in the community;
- In clubs;
- At work;
- Schools and colleges of further education;
- In hospitals, surgeries or other health centres;
- Care homes;
- In places of worship
- Via electronic media including the intranet;
- Day centres.

Patterns of abuse vary - and include:

- Serial abusing in which the perpetrator seeks out and 'grooms' individuals – sexual abuse sometimes falls into this pattern as do some forms of financial abuse and radicalisation;

- Long-term abuse in the context of an ongoing family relationship such as domestic violence between partners/spouses or generations or persistent psychological abuse; or
- Opportunistic abuse such as theft occurring because money or jewellery has been left lying around.
- Situational abuse which arises because pressures have built up and or because of difficult or challenging behaviour
- Neglecting a person's needs because the carer has difficulties. These could be debt, alcohol, or mental health related or the specific demands resulting from caring for someone

Anyone can be an abuser or neglect someone – including:

- Spouses/partners
- Other family members;
- Carers
- Neighbours;
- Friends;
- Acquaintances;
- Local residents;
- People who deliberately exploits adults they perceive as vulnerable to abuse;
- Paid staff or professionals; and
- Volunteers and strangers

Appendix C – Types of Abuse and Neglect

The statutory guidance in the Care Act 2014 lists a number of types of abuse. However, this is not intended to be an exhaustive list but rather a guide to the sort of behaviours which could give rise to a safeguarding concern. It is important that we do not limit our view of what

constitutes abuse or neglect to those types or the different circumstances in which they can take place.

Discriminatory Abuse – includes:

- forms of harassment, slurs or maltreatment because of someone's actual or perceived age, disability, gender, gender identify, ethnic, racial, cultural or national origin, religious belief/non-belief or sexual orientation
- ***hate incidents are a form of discriminatory abuse***

Domestic Abuse – The Home Office (2013) defines this as an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality. **For this type of abuse the age range is extended down to 16.** It includes:

- psychological, physical, sexual, financial, emotional abuse;
- 'so called honour' based violence;
- female genital mutilation and
- forced marriage
- it also includes being a witness to domestic abuse of another person

Financial or Material Abuse – is the main form of abuse according to the Office of the Public Guardian. While it can occur in isolation, it is often present with other forms of abuse and includes:

- theft and fraud
- internet scamming
- some forms can involve the perpetrator seeking out and grooming individuals
- coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions
- misuse or misappropriation of property, possessions or benefits

Modern Slavery and Human Trafficking encompasses:

- Sexual exploitation including prostitution and 'adult entertainment'
- Forced Labour – commonly in agricultural, construction, food processing, hospitality industries, factories, car washers and nail bars
- Domestic servitude

- Organ harvesting
- Forced criminality – includes cannabis cultivation, street crime, forced begging, burglary, metal theft and benefit fraud

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. They may use concerns about an individual's immigration status or concerns that their families may be at risk if they resist exploitation.

Neglect and Acts of Omission includes:

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

Organisational Abuse and Neglect – includes:

- neglect and poor care practice within an institution or specific care setting such as a hospital or care home for example in relation to care provided on 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.

Physical Abuse - includes:

- hitting, pushing, pinching, shaking, grabbing, biting, hair-pulling, scalding;
- misusing medication;
- withholding food or drink, force-feeding;
- restraint or inappropriate physical sanctions;
- failing to provide physical care or aids to living – for example glasses or a walking stick

Psychological Abuse and Neglect - includes:

- emotional abuse;
- threats of harm or abandonment;

- deprivation of contact;
- radicalisation [being exploited by those who would want them to embrace terrorism]
- humiliation, blaming, controlling,
- intimidation, coercion,
- harassment, verbal abuse and cyber bullying;
- isolation or unreasonable and unjustified withdrawal of services or support.

Sexual Abuse – includes:

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

Sexual Exploitation is a subset of sexual abuse. It involves:

- exploitative situations and relationships where people receive 'something' (e.g. accommodation, alcohol, affection, money) as a result of them performing, or others performing on them, sexual activities,
- can also involve serial abusing in which the perpetrator seeks out and 'grooms' individuals - Grooming is defined as developing the trust of an individual at risk of abuse and/or his or her family in order to engage in illegal sexual conduct

Self-neglect covers a wide range of behaviour - including:

- neglecting to care for one's own personal hygiene, health, safety or surroundings;
- behaviour such as hoarding.

The definition of self-neglect **excludes** a situation in which a mentally competent person, who understand the consequences of his/her decisions, makes a conscious and voluntary decision to engage in acts that threaten his/her health or safety as a matter of personal choice.

However, there is a need to assess your concerns- balancing the individual's right to choose their lifestyle taking into account their mental health or capacity to understand the consequences of their actions. It may require a referral for a Care and Support Assessment. It can be a care or risk management issue rather than a safeguarding referral.

Signs and Indicators of Abuse/Neglect/Human Trafficking

The signs of abuse are not always clear. The following may, however, suggest the possibility of abuse:

Updated July 2023

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Next review July 2024

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- disclosures by the victim
- concern expressed by a third party
- admissions by the perpetrator
- someone expressing fears that abuse might happen
- evidence of unreported injuries
- signs of fear or distress
- injuries suggesting a possible non-accidental cause
- explanations that are incompatible with injuries presented or where conflicting explanations are given
- a history of persistent illness, infection or injury
- inappropriate use of medication
- possessions or money going missing or bills not being paid
- property being sold without the owner's consent or understanding
- sudden or unexpected removal of an individual from a care setting
- a person is uncharacteristically withdrawn, without apparent reason
- a person is found alone and at risk without adequate explanation
- a long time lapse between injury or illness and obtaining medical or other care
- abrupt or frequent changes of doctor or caring agency
- unexplained weight loss
- uncharacteristically unkempt appearance or surroundings
- agencies have repeated difficulty in gaining access to see someone
- it is made difficult to speak to a person alone without their carer/another person present
- evidence of avoidance, including regularly missed appointments, refusal of help, etc.
- evidence of alcohol or other substance misuse (by the abuser and/or victim?)
- signs of stress
- history of previous abuse or violence in the family
- unexplained pain, itching, infection or injury in the anal, genital or abdominal areas
- torn, stained or bloody underclothing
- multiple unrelated people living at one address living in overcrowded private rental accommodation

Signs an individual may be led into extremism:

The following may indicate that an individual is at risk of being radicalised or is being exposed to extremist views:

- Being in contact with extremist recruiters and/or spending increasing time in the company of other suspected extremists;
- Loss of interest in other friends and activities not associated with the extremist ideology, group or cause;
- Accessing extremist material online, including through social networking sites;
- Possessing or accessing materials or symbols associated with an extremist cause;
- Justifying violence to address social issues;
- Graffiti symbols, writing or art work promoting extremist messages or images;
- Significant changes to appearance and/or behaviour increasingly centred on an extremist ideology, group or cause;
- Changing their style of dress or personal appearance to accord with the group;
- Attempts to recruit others to the group/cause;
- Using insulting to derogatory names for another group

Hate Incidents

A hate incident is any incident which is perceived by the person, or any other person as being motivated by prejudice or hatred. Hate incidents / crime can be anything from name calling, physical attack, vandalism or stealing a person's property, motivated by prejudice, hostility or hatred towards that individual because they are 'different'. It may or may not be a crime and it may or may not be linked to a safeguarding concern. There are a number of ways to report a hate incident:

- In an emergency always phone 999
- Contact the police via email: enquiries@[nameofcounty.pnn.police.uk](mailto:enquiries@nameofcounty.pnn.police.uk) or visit their website: www.nameofcounty.police.uk
- Going to any **Name of County** Council public building such as libraries and reporting it, where staff will be able to assist if needed
- Going to your district council, local police station or anywhere you see the 'Hate Incident Reporting Place' logo