Date Created: May 2020

Last Reviewed: October 2024

Reviewed By: Lauren Duncan

Approved By: John Deakins

Date for Review: October 2025

SAFEGUARDING CHILDREN, YOUNG PEOPLE & VULNERABLE ADULTS

POLICY & PROCEDURES

Designated Safeguarding Lead:
Lauren Duncan (Director)
team@paradisecooperative.org
07912358433

Designated Safeguarding Lead on Trustee Board:
John Deakins
HR@paradisecooperative.org

Contents

Safeguarding Policy 2
1. Purpose 2
2. Scope 2
3. Safeguarding Children, Young People and Vulnerable Adults 3
4. Standards of behaviour 4
5. Legal Framework 5
Safeguarding Procedures 6
6. Safer Recruitment, Induction and Training 6
7. Procedure for Referral 7
8. Alleged Abuse by Staff or Volunteers 8
9. Definitions and Signs of Abuse 10

Safeguarding Policy

1. Purpose

The Paradise Cooperative is committed to the protection of children, young people and vulnerable adults and regards safeguarding and the interests and wellbeing of children and vulnerable adults as a paramount concern. Our staff and volunteers will come into contact with these groups within the context of a number of our programmes of work.

The purpose of this policy is to protect children, young people and vulnerable adults who engage with The Paradise Cooperative's programmes of work and to provide staff and volunteers with the overarching principles guiding our approach to safeguarding.

2. Scope

This policy applies to anyone working on our behalf, including staff, charity trustees and volunteers. It applies to all The Paradise Cooperative's programmes of work. Safeguarding will be appropriately reflected in other relevant policies and procedures.

The term **staff** includes both employees and contractors. The term **volunteer** refers to volunteers who undertake a defined role working with or supporting children, young people or vulnerable adults such as a volunteer workshop assistant delivering a children's workshop.

When a **child** is referred to in this policy the following definition applies: As defined in The Children Act 2004, child means a person who has not yet reached their 18th birthday. This includes participants who are aged 16 and 17 who are living independently; their status and entitlement to services and protection under the Children Act is not altered by the fact they are living independently.

When a **young person** is referred to in the policy, for the purpose of this policy, this would be defined as people aged between 18-25 who are participants in our programmes.

When a **vulnerable adult** is referred to in the policy, the following definition applies: a vulnerable adult is any person aged 18 years or over who is, or may be, unable to take care of him or herself or who is unable to protect him or herself against significant harm or exploitation. This may be because he or she has a mental health problem, a disability, a sensory impairment, is old and frail, or has some form of illness. Because of his or her vulnerability, the individual may be in receipt of a care service in his or her own home, in the community or be resident in a residential care home, nursing home or other institutional setting.

No child, young person or vulnerable adult should experience abuse of any kind. We have a responsibility to keep safe and promote the welfare of all our beneficiaries, staff and volunteers. We are committed to practise in ways that protect them.

We consider it the duty of all those working on our behalf to safeguard the welfare of children, young people and vulnerable adults we work with by protecting them from physical, sexual, emotional abuse or other abuse, including reporting any abuse discovered or suspected.

Safeguarding is everyone's responsibility. All those working on behalf of The Paradise Cooperative must be aware of our procedures, undertake any necessary training, be aware of the risks and signs of potential abuse and must report any concerns immediately. The responsibilities of all adults working on behalf of The Paradise Cooperative will be made clear and individuals provided with any necessary induction, training and resources to enable them to carry out their role.

Partner organisations will be required to have their own safeguarding procedures that must, as a minimum, meet the standards outlined below, and include any additional legal or regulatory requirements specific to their work. These may, but are not limited to:

- Other UK regulators, if applicable, such as Ofsted or CQC
- Other authorities, such as the DfES or NHS

3. Safeguarding Children, Young People and Vulnerable Adults

This policy is designed to meet our safeguarding commitment by ensuring that:

- Those who are known to be unsuitable do not gain access to children, young people or vulnerable adults.
- Those who become unsuitable are detected at the earliest stage and prevented from continuing to work with children, young people or vulnerable adults.
- Those who intend to do harm are prevented at every possible stage from entering the workforce.
- Those who are identified as being at risk of abuse are afforded every practicable protection by The Paradise Cooperative.
- Those we discover are being abused are afforded the relevant protection and assistance by the relevant bodies as soon as practicably possible.

We will seek to keep children, young people and vulnerable adults safe by:

- Valuing, listening to and respecting children and vulnerable adults.
- Appointing a Designated Safeguarding Lead (DSL).
- Adopting child protection guidelines and safeguarding practices through appropriate procedures and policies for all staff and volunteers.
- Providing effective support to staff and volunteers through supervision and training as appropriate.
- Recruiting staff and volunteers safely, ensuring all necessary and relevant checks are made.
- Recording and storing information professionally and securely and sharing information about safeguarding and good practice with staff and volunteers as appropriate.
- Sharing information about concerns with agencies who need to know and involving parents, children and vulnerable adults appropriately.
- Using our procedures to manage any allegations against staff and volunteers appropriately.

To assess risk in relation to all our activities, focus on prevention, and minimise risk, our safeguarding processes include:

- Communicating in advance with organisations we work we with so they know what to expect from our activities and can identify any areas of concern with regards to safeguarding children or vulnerable adults.

- Ensuring that we communicate through training and procedures to all our staff and volunteers that when working with children and vulnerable adults we must always work in an open environment, where possible avoiding private or unobserved situations.
- Ensuring that we carry out robust risk assessments and communicate these effectively with users of our site and those engaging with our programmes.
- Keeping a written record of any injury or incident that caused harm (including verbal attacks) along with any steps taken.

A lead committee will be responsible for the oversight of all aspects of safety (Safeguarding, Health and Safety, Lone Working). This will include:

- Creating a culture of respect, in which everyone feels safe and able to speak up.
- An annual review of safety, with recommendations to the Board.
- Receiving regular reports, to ensure this and related policies are being applied consistently.
- Ensuring that any issues are properly investigated and dealt with quickly, fairly, and sensitively, and any reporting to the Police/statutory authorities is carried out.
- Ensuring safeguarding risk assessments are carried out and appropriate action taken to minimise these risks, as part of our risk management processes.
- Ensuring that all relevant checks are carried out in recruiting staff and volunteers.
- Ensuring that all appointments that require DBS clearance and safeguarding training are identified, including the level of DBS and any training required.
- Ensuring that a central register is maintained and subject to regular monitoring to ensure that DBS clearances and training are kept up to date.
- Ensuring that safeguarding requirements (e.g. DBS) and responsibilities are reflected in job descriptions, appraisal objectives and personal development plans, as appropriate.
- Planning programmes/activities that consider potential safeguarding risks, to ensure these are adequately mitigated.
- Listening and engaging, beneficiaries, staff, volunteers and others and involving them as appropriate.
- Responding to any concerns sensitively and acting quickly to address these.
- Ensuring that personal data is stored and managed in a safe way that is compliant with data protection regulations, including valid consent to use any imagery or video.
- Making staff, volunteers (as appropriate) and others are aware of:
    - Our safeguarding procedures and their specific safeguarding responsibilities on induction, with regular updates/reminders, as necessary.
    - The signs of potential abuse and how to report these.

This safeguarding policy will be reviewed and approved by the Board annually. The policy will also be reviewed when new guidance and legislation is published by the Charity Commission.

Trustees are aware of and will comply with the Charity Commission guidance on safeguarding and protecting people and also the 10 actions trustee boards need to take to ensure good safeguarding governance.

4. Standards of behaviour

When engaging with children, young people and vulnerable adults on behalf of The Paradise Cooperative, staff and volunteers are acting in a position of trust. It is vital for all those in positions of trust to understand the power this can give them over those they care for and the responsibility they must exercise because of this relationship.

When working with children, young people and vulnerable adults through any of The Paradise Cooperative's activities or events, it is essential that all:

- Uphold the Safeguarding policy and procedures at all times.
- Behave as a role model, displaying a consistently high standard of behaviour.
- Treat children, young people, and vulnerable adults fairly, without prejudice or discrimination.
- Establish and address the additional needs of disabled participants or other vulnerable groups.
- Respect and listen to the opinions of children, young people, and vulnerable adults.
- Consider the wellbeing and safety of children, young people, and vulnerable adults at all times.
- Take time to explain techniques and instructions to ensure they are clearly understood.
- Develop an appropriate working relationship with participants, based on mutual trust and respect.
- Never use sanctions that humiliate or harm children, young people, and vulnerable adults.
- Ensure all contact, interactions, and communications (face-to-face and online) with children, young people and vulnerable adults are appropriate and relevant to the work of The Paradise Cooperative and always use language which is appropriate and is neither bullying, offensive, sexist, racist, homophobic, intimidatory or discriminatory.
- Maintain appropriate conduct and avoid threatening or potentially violent behaviour such that children, young people, and vulnerable adults have no cause to feel anxious or frightened by adult behaviour during activities or events led by The Paradise Cooperative.
- Ensure that the focus of your relationship with a child, young person, or vulnerable adult that you have met through your work for The Paradise Cooperative remains professional at all times.
- Foster a culture where children, young people and adults alike feel comfortable enough to raise any concerns they may have about inappropriate attitudes or behaviour towards children or young people.
- Carefully consider any physical contact with a child or young person. If a child or young person is distressed, always seek help from a member of school staff / responsible adult. Be aware that physical contact with a young person may be misinterpreted, no matter how well intentioned.
- Ensure allegations or disclosures about abuse by a child, young person or vulnerable adult are taken seriously and reported, including peer-on-peer abuse by children or young people and any allegations made against you. Follow safeguarding procedures for reporting such concerns.
- Challenge unacceptable behaviour and report all allegations and suspicions of abuse regardless of the status of the adult(s) or organisation(s) that may be implicated in so doing so.

5. Legal Framework

This policy has been drawn up based on law and guidance that seeks to protect children and vulnerable adults, namely:

• Sexual Offences Act 2003 • The Children Act 1989, 2004 • Mental Capacity Act 2005 • Statutory guidance on Children who run away or go missing from home or care January 2014 • The Serious Crime Act 2015 • The Counter Terrorism and Security Act 2015 –	• Keeping Children Safe in Education 2023 • Wandsworth Safeguarding Children Partnership (WSCP) • LADO guidance • The Children and Social Work Act 2017 • Safe Recruitment Updates • FGM Act 2003

Revised Prevent duty guidance: for England and Wales 2021 • London Safeguarding Children Procedures – updated every 6 months • Working Together to Safeguard Children 2023 • Information Sharing guidance 2018 • Data Protection Act 2018 • The Domestic Abuse Act 2021 • London Multiagency Safeguarding • Data Sharing agreement 2021	• What to do if you're worried a child is being abused 2015 • United Convention of the Rights of the Child 1991 • Human Rights Act 1998 • Safeguarding Vulnerable Groups Act 2006 • Protection of Freedoms Act 2012 • Children and Families Act 2014 • Special educational needs and disability (SEND) code of practice: 0 to 25 years 2014

Safeguarding Procedures

6. Safer Recruitment, Induction and Training

The following measures and procedures have been put in place to ensure The Paradise Cooperative is able to uphold its commitment to safeguarding.

Safer Recruitment

The Paradise Cooperative operate safer recruitment procedures. To minimise the risk of employing or engaging an individual who poses any risk to children, young people or vulnerable adults, the following procedures are followed:

- For any role working with children, young people or vulnerable adults, both the role description and the person specification should highlight safeguarding responsibilities clearly.
- Every advert for a role that includes work with children, young people and vulnerable adults should include a statement about our commitment to keeping children safe along with requirement for a criminal records check.
- Where appropriate, safeguarding questions will form part of an interview process.
- Where appropriate, self-disclosure forms will be completed by shortlisted or successful applicants.
- At least two references must be provided by applicants. They must be obtained directly from the referee.
- When making an offer to a successful candidate, it will be made clear that the offer is subject to satisfactory completion of all vetting processes required.
- All staff or volunteers working on behalf of The Paradise Cooperative who may come into contact with children, young people or vulnerable adults are required have an up-to-date Enhanced DBS check which is checked and saved before they begin work.
- If a staff member or volunteer working on behalf of The Paradise Cooperative does not come into contact with children, young people or vulnerable adults we will follow the following guidance to assess the level of DBS check required https://www.gov.uk/government/collections/dbs-checking-service-guidance--2#guides-for-employers-and-third-parties
- Staff identity is checked by following DBS ID checking guidelines https://www.gov.uk/government/publications/dbs-identity-checking-guidelines
- As an organisation using the Disclosure and Barring Service (DBS) checking service to help assess the suitability of applicants for positions of trust, The Paradise Cooperative complies fully with the code of practice regarding the correct handling, use, storage, retention and disposal of certificates and

certificate information https://www.gov.uk/government/publications/handling-of-dbs-certificate-information/handling-of-dbs-certificate-information

- It also complies fully with its obligations under the General Data Protection Regulation (GDPR), Data Protection Act 2018 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of certificate information and has a written policy on these matters, which is available to those who wish to see it on request.

Induction and Training

Safeguarding forms a key part of the induction process of anyone working on behalf of The Paradise Cooperative. All staff who, through their role, are in contact with children and vulnerable adults will have access to safeguarding training at an appropriate level. Sources and types of training will include a detailed examination of our policies and a reiteration of our protocols. This enables staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way. This training will be undertaken yearly.

7. Procedure for Referral

All action is taken in line with law and guidance. The safety of the child, young person or vulnerable adult is paramount. If you believe a child, young person or adult to be in immediate or imminent danger, call 999. If you are with the child, young person or vulnerable adult remain with them where possible and if it is safe to do so, until advised otherwise by the police.

If a child, young person or vulnerable adult makes a disclosure to you as a staff member or volunteer representing The Paradise Cooperative, or indicates that they would like to make a disclosure, it is important that you:

- Take what the child, young person or vulnerable adult is saying seriously, however, you MUST inform them that you cannot keep any shared information confidential.
- Listen with care but do not ask any leading or unnecessary questions.
- Do not make any judgments on what is said but try to reassure the person that they are not to blame, and they are right to tell.
- Do not approach a suspected abuser yourself.
- Immediately report the grounds of your concern to The Paradise Cooperative's Designated Safeguarding Lead (DSL). It is essential that you are sure the DSL has received your report. If you are unable to get in touch with the DSL, you should revert to the safeguarding lead on the board of trustees or Chair of Trustees.

If you suspect or are told about an alleged abuse, you must take the following actions:

- If it is an emergency, call 999.
- Record the nature of your concern to include:
    - The individuals name and date of birth
    - Date, time and location
    - What was said, what you heard, what you saw and all aspects of conversations
    - By whom (including any other people involved and how)
    - When you told the DSL
    - A body map should be used to record injuries – DO NOT TAKE PHOTOS
    - All records should be signed and dated and include the contact details for the referrer
- Immediately report the grounds of your concern to the DSL. It is essential that you are sure the DSL has received your report. If you are unable to get in touch with the DSL, you should revert to the safeguarding lead on the board of trustees.
- The DSL will assess the situation and decide whether the information needs to be shared with other professionals.
- The DSL should record:
    - Any other agencies informed

- Action taken and future plans. Where decisions have been taken jointly across agencies, or endorsed by a manager, this should be made clear on the record.

Following up on concern about a child or young person:

- If the situation arises when children are attending with their school, the DSL will contact senior leadership / DSL at the school and agree an appropriate plan to report and follow up on the concern in line with the school's safeguarding policy and procedures.
- If this is not possible, or in any other circumstance when a concern has been raised relating to a child or young person the DSL will decide if it is necessary to refer to investigative agencies e.g. Wandsworth's Multi Agency Safeguarding Hub (MASH) and the Police.
- Where possible, concerns will be discussed with the parents and agreement sought for a referral to MASH, unless this may place the child at harm. If the parents are not informed, the DSL will record reasons for this. MASH may also be consulted for advice without naming the child.
- The DSL will lead the processing of referring a child to MASH within 24 hours of a disclosure or suspicion of abuse.
- This referral will be followed up in writing within 24 hours.
- MASH will then decide whether the child is in need or at risk of significant harm within one day.

Wandsworth Multi Agency Safeguarding Hub (MASH) - 020 8871 6622 / https://www.wandsworth.gov.uk/make_a_referral_to_the_multi_agency_safeguarding_hub

Following up on a concern about a vulnerable adult:

- The DSL will assess the situation and if necessary, refer to investigative agencies e.g. Wandsworth Adult Social Care and the Police.
- Consent should be sought from the individual for a referral to Wandsworth Adult Care, unless there is a good reason to override consent, such as risk of harm, risk to others or if the individual does not have capacity to consent. If consent is not obtained, the DSL will record reasons for this. Wandsworth Adult Social Care may also be consulted for advice without naming the individual.
- The DSL will lead the processing of referring a vulnerable adult to Wadsworth Adult Social Care within 24 hours of a disclosure or suspicion of abuse.
- Wandsworth Adult Social Care will investigate the report and decide on appropriate action.

Wandsworth Adult Social Care – 020 8871 7707 / https://www.wandsworth.gov.uk/health-and-social-care/adult-social-care/adult-social-care-information-and-advice/staying-safe/safeguarding-and-adult-abuse/report-adult-abuse/

Confidentiality will be maintained and information relating to individual children, young people/ families and vulnerable adults shared with staff on a strictly need-to-know basis.

8. Alleged Abuse by Staff or Volunteers

Allegations Against The Paradise Cooperative's Staff or volunteers

If any allegation of abuse is made against a member of staff or volunteer, whether the allegations relate to harm or abuse committed on the premises or elsewhere, the Local Borough's Safeguarding Children Board Procedures will be followed, and we shall regard the guidelines on practice and procedure found in 'Safeguarding Children and Safer Recruitment in Education' (DfES publication).

We ensure that all parents and members of staff know how to complain about staff or volunteer action within the setting, which may include an allegation of abuse.

Allegations may involve behaving in a way that has harmed or may have harmed a child or vulnerable adult; possibly committing a criminal offence against or related to a child or vulnerable adult; or behaving towards a child or vulnerable adult in a way that indicates s/he is unsuitable to work with children.

The following procedures must be followed:

- When an allegation is made against a member of staff or volunteer then the allegation must be immediately reported to the DSL who will record the details of the alleged incident.
- If the allegation of abuse is made against the DSL, then the allegation must be reported directly to the safeguarding lead on the trustee board or the Chair of Trustees. The DSL (or trustee) must then contact the following within 24 hours of the allegation being made:
    - The Local Authority Designated Officer (LADO): 020 8871 7440 / 07974 586 461 or LADO@wandsworth.gov.uk. In their absence call: the Wandsworth Multi Agency Safeguarding Hub (MASH) team 020 8871 6622.
    - Ofsted: 0300 123 1231 / 08456 404040 (as soon as possible and within 14 days of the allegation being made). The registered person MUST make the referral to Ofsted to comply with the statutory framework. They will assess whether the allegation reaches the threshold for referral to Police / Children's Social Services and advise accordingly regarding further action to be taken in respect of the child and the member of staff.
- The Paradise Cooperative DSL will not investigate the allegation however will record any information and follow instructions as directed by Wandsworth Safeguarding Children's Board or the LADO.
- Where a referral is made because the child has suffered or is likely to suffer significant harm or the alleged abuse is a criminal offence the appropriate procedure will be followed. We co-operate entirely with any investigation carried out by MASH in conjunction with the police. MASH will decide whether to authorise a child protection enquiry.
- After liaison with MASH, a strategy meeting is usually held, which the DSL will attend. This meeting would decide whether it's a Child Protection issue or a practice issue, and in discussion with the DSL a decision would be made whether the member of staff needed to be suspended.

Reported allegations against a member of staff or a volunteer must remain confidential. Reporting an allegation does not give an individual the right to know the details of how the allegation has been investigated, nor are they entitled to know the outcome of any consequential disciplinary hearing.

Disciplinary Action Against a Member of Staff

The 'alleged' person may be suspended (if an employee or contractor), after careful consideration if this is deemed the best course of action until the allegation is resolved. This is not an indication of admission that the alleged incident has taken place but is to protect the staff as well as children, vulnerable adults and families throughout the process.

Where an allegation is proved to be without foundation The Paradise Cooperative will decide whether disciplinary actions are required. Child protection enquiries take priority over disciplinary investigations and the disciplinary process must be clearly separated from the child protection enquiries.

Where a member of staff or a volunteer is dismissed from the setting or internally disciplined because of misconduct from the setting or internally disciplined because of the misconduct relating to the child, we notify the ISA to provide information about individuals working with children or vulnerable adults where we consider them to have caused harm or pose a risk of harm.

9. Definitions and Signs of Abuse

Types of Abuse

Abuse can take many forms, such as physical, psychological or emotional, financial, sexual or institutional abuse, including neglect and exploitation. Definitions of and signs that may indicate the different types of abuse are outlined below:

Definitions and signs of child abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child or adult. It also includes giving a child harmful drugs or alcohol. Female genital mutilation is a form of physical abuse which is illegal in the UK. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child or adult and also if inappropriate restraint is used. Physical abuse, as well as being a result of an act of commission can also be caused through omission or the failure to act to protect.

Signs of physical abuse:

- Any injuries not consistent with the explanation given for them
- Injuries which occur to the body in places which are not normally exposed to falls or games
- Unexplained bruising, marks or injuries on any part of the body
- Bruises which reflect hand marks or fingertips (from slapping or pinching)
- Cigarette burns
- Bite marks
- Broken bones
- Scalds
- Injuries which have not received medical attention
- Neglect-under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, inadequate care
- Repeated urinary infections or unexplained stomach pains

Changes in behaviour which can also indicate physical abuse:

- Fear of parents being approached for an explanation
- Aggressive behaviour or severe temper outbursts
- Flinching when approached or touched
- Reluctance to get changed, for example, wearing long sleeves in hot weather
- Depression
- Withdrawn behaviour
- Running away from home

Emotional abuse can involve threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks. In the Children Act 1989 it is defined as the persistent emotional ill-treatment 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. Some level of emotional abuse is involved in all participants of ill treatment of a child or adult, though it may occur alone.

Signs of emotional abuse: The physical signs of emotional abuse may include:

- A failure to thrive or grow particularly if a child puts on weight in other circumstances: e.g. in hospital or away from their parents' care
- Sudden speech disorders
- Persistent tiredness
- Development delay, either in terms of physical or emotional progress

Changes in behaviour which can also indicate emotional abuse include:

- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Being unable to play
- Attention seeking behaviour
- Fear of making mistakes
- Self-harm
- Fear of parent being approached regarding their behaviour

Sexual abuse is when a child is used sexually by an adult or young person. Sexual abuse can include kissing, touching the child's genitals or breasts, vaginal or anal intercourse and oral sex. Encouraging a child to look at pornographic magazines or videos is also sexual abuse. Bullying, racism and other types of discrimination are forms of child abuse. Like other kinds of abuse, they can harm a child physically and emotionally. Sexual abuse includes sexual exploitation, such as forcing or enticing a child or young person to take part in sexual activities, including prostitution. Boys and girls can be sexually abused by males and/or females, by adults and by other young people.

Signs of sexual abuse: The physical signs of sexual abuse may include:

- Pain or itching in the genital/anal area
- Bruising or bleeding near genital/anal areas
- Sexually transmitted disease
- Vaginal discharge or infection
- Stomach pains
- Discomfort when walking or sitting down
- Pregnancy

Changes in behaviour which can also indicate sexual abuse include:

- Sudden or unexplained changes in behaviour e.g. becoming withdrawn or aggressive
- Fear of being left with a specific person or group of people
- Having nightmares
- Running away from home
- Sexual knowledge which is beyond their age or developmental level
- Sexual drawings or language
- Bedwetting
- Eating problems such as over-eating or anorexia
- Self-harm or mutilation, sometimes leading to suicide attempts
- Saying they have secrets they cannot tell anyone about
- Substance or drug abuse
- Suddenly having unexplained sources of money or expensive gifts
- Not allowed to have friends (particularly in adolescence)

- Acting in an inappropriate sexually explicit way with adults

Neglect is the persistent failure to meet basic physical, medical and/or psychological needs, likely to result in a serious impairment of health or development. Neglect is also failure to provide access to appropriate services and the withholding of the necessities of life, e.g. nutrition, medication and heating. Neglect may occur during pregnancy as a result of maternal substance abuse.

Signs of neglect: The physical signs of neglect may include:

- Constant hunger, sometimes stealing food from other children
- Constantly dirty or smelly
- Loss of weight or being constantly underweight
- Inappropriate dress for the conditions

Changes in behaviour which can also indicate neglect include:

- Complaining of being tired all the time
- Not requesting medical assistance and/or failing to attend appointments
- Having few friends
- Mentioning being left alone or unsupervised

Definitions and signs of adult abuse

Discriminatory abuse is often on the grounds of age, gender, race, culture, religion, sexuality or disability. This type of abuse and others can be perpetrated through grooming. This can be called 'mate crime' and occurs when vulnerable adults are 'befriended' with the intention to abuse.

The following may indicate discriminatory abuse:

- Being denied medical treatment on grounds of age or mental health
- Being made to move to a different resource/ service based on age
- Derogatory, offensive and racist comments and actions, graffiti, trolling etc.
- Harassment and bullying due to a personal attribute
- Not providing access

Domestic violence and abuse include 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
- Controlling everyday behaviour
- Exploitation of resources or money
- Harming, punishing, or frightening the person
- Isolating the person from sources of support
- Preventing the person from escaping abuse
- The Safeguarding Adults Board will be involved when domestic abuse involves adults with care and support needs or has an impact on a person with care and support needs (for example when a disabled or older person is affected by domestic violence perpetrated against them or around them resulting in their harm).

Emotional or psychological abuse can include intimidation, humiliation, shouting, swearing, emotional

blackmail and denial of basic human rights, as well as using racist language and preventing someone from enjoying activities or meeting friends.

The following may indicate emotional abuse:

- Ambivalence about carer
- Carer does not offer personal hygiene, medical care, regular food/drinks
- Change in appetite, unusual weight loss/gain
- Coercion, deference
- Confusion, agitation
- Distress caused by being locked in a home or car
- Fearfulness, avoiding eye contact, flinching on approach, inappropriate clothing
- Insomnia or need for excessive sleep
- Isolation - no visitors or phone calls allowed
- Lack of personal respect
- Possible violation of human and civil rights/lack of recognition of individuals rights
- Restricted access to hygiene facilities
- Sensory deprivation
- Tearfulness, low self esteem
- Unexplained paranoia
- Use of furniture to restrict movement

Financial or material abuse can take the form of fraud, theft or using the vulnerable adult's property without their permission. This could involve large sums of money or just small amounts from a pension or allowance each week.

The following could indicate financial abuse:

- Carer's main interest is financial with little regard for the health and welfare of the vulnerable adult
- Extraordinary interest by family members in the vulnerable adult’s assets
- Person lacks belongings that they can clearly afford
- Person’s relatives are not receptive to necessary expenditure
- Power of attorney is obtained when the person is unable to understand what they are signing
- Recent change of deeds to the house
- Sudden inability to pay bills
- Sudden withdrawal of money from an account

Modern slavery is the severe exploitation of other people for personal or commercial gain. Modern slavery is all around us, but often just out of sight. From the outside, it can look like a normal job, but people are being controlled.

Types of modern slavery:

- Debt bondage - being forced to work to pay off debts that realistically they never will be able to
- Domestic servitude
- Forced labour
- Human trafficking
- Sexual exploitation, such as escort work, prostitution and pornography
- The following may indicate modern slavery:
- Always wearing the same clothes
- Appearing to be malnourished, unkempt or withdrawn

- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers
- Impingement on human rights, removal of personal ID, passport etc. and substantial control of one person by another
- Isolation from the community, seeming under the control or influence of others
- Lack of personal effects or identification documents
- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- Signs of physical or emotional abuse
- The Home Office provides information on identifying and reporting modern slavery.

Neglect a person can suffer because their physical and/or psychological needs are being neglected by a carer. This could include failure to keep them warm, clean and well-nourished or neglecting to give prescribed medication.

The following may indicate neglect:

- Failure to give prescribed medication properly
- Failure to provide appropriate privacy and dignity
- Inadequate heating and lighting
- Inconsistent or reluctant contact with health and social care agencies
- Isolation - denying access to callers or visitors.
- Malnutrition
- Person's clothing is ill fitting, unclean and in poor condition
- Poor environmental conditions
- Poor physical condition of the vulnerable adult

Sexual abuse is the involvement of vulnerable adults in sexual activities, which: they do not fully comprehend; they cannot give consent to; they object to; or may cause them harm.

The following list may indicate sexual abuse. They must be viewed in the context of the situation, taking account of other factors. Often more than one indicator may be apparent. There may be other causes for the indicators listed below but a combination of several factors is often found in sexual abuse cases:

- An adult discloses that they have been sexually abused or raped, or subjected to sexual assault or sexual harassment
- Difficulty in walking
- Disturbed sleep pattern/poor concentration
- Frequent infection, incontinence
- Love bites, bruising to upper thighs and arms
- Overt sexual behaviour/language by the vulnerable adult
- Pain or itching, bruising or bleeding in the genital area
- Personal items going missing, unreasonable or inappropriate gifts
- Pregnancy in a person unable to consent
- Purchase of items that the individual does not require or use
- Reluctance to accept care services
- Self-inflicted injury and self-harm
- Severe upset or agitation when being bathed
- Sexual exploitation, such as escort work, prostitution and pornography
- Sexually transmitted disease/urinary tract/vaginal infection
- Sudden change in behaviour; sudden onset of confusion, or withdrawal

- The person managing the finances is evasive and uncooperative
- Torn, stained underwear

Physical abuse. Physical injuries can occur through abuse. There may be no satisfactory explanation, definite knowledge, or a reasonable suspicion that injury was inflicted with intent, caused by lack of care by the person having custody, charge or care of that person.

The following could indicate physical abuse:

- Bruising in different stages of healing
- History of unexplained falls
- Injury shape similar to an object
- Over and under medication
- Slap, kick, punch or finger marks
- Unexplained bruising in well protected areas or soft parts of the body
- Unexplained burns - unusual location / type
- Unexplained fractures to any part of the body
- Unexplained lacerations or abrasions
- Untreated medical problems
- Weight loss due to malnutrition or dehydration

Organisational abuse may include neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment, including acts of omission leading to harm. It can be through neglect or poor individual professional practice or as a result of the structure, policies, processes and practices within an organisation or lack of effective joined working.

The following may indicate organisational abuse:

- 'Batch care' - lack of individual care programmes
- Deprived environmental conditions and lack of stimulation
- Illegal confinement or restrictions
- Inappropriate care of possessions, clothing and living area
- Inappropriate physical intervention
- Inappropriate use of medical procedures for example enemas, catheterisation
- Inappropriate use of power or control
- Inflexible services based on convenience of the provider rather than the person receiving services
- Lack of personal clothes and belongings
- No flexibility in bedtime routine and/or deliberate waking
- People left on the commode or toilet for long periods of time
- People referred to, or spoken to with disrespect
- Service user removed from the home or establishment, without discussion with other appropriate people or agencies, because staff are unable to manage the behaviours
- Un-homely or stark living environments

Self-neglect is when you neglect your own health, hygiene and surroundings. It is any failure of an adult to take care of himself/herself that causes or is reasonably likely to cause serious physical, mental or emotional harm or substantial damage to themselves or loss of assets.

Types of self-neglect:

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

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

Other issues to be aware of:

- **Self-harm** is when somebody intentionally damages or injures their body. It is usually a way of coping with or expressing overwhelming emotional distress. Sometimes when people self-harm, they feel on some level that they intend to die. More than half of people who die by suicide have a history of self-harm. But the intention is more often to punish themselves, express their distress, or relieve unbearable tension. Sometimes it's a mixture of all three. Self-harm can also be a cry for help.
- **Bullying** is deliberately hurtful and harmful behaviour, often repeated over a period of time and from which it may be difficult to defend. Bullying may take many forms, including: physical attacks, verbal (which would include name-calling, threats, racist or homophobic remarks) and emotional (for example, isolating an individual from the activities and social acceptance of others). Cyberbullying involves making use of social media, internet, the mobile phones or any other electronic device used to communicate with, to taunt, intimidate or threaten.