

## SAFEGUARDING ADULTS AT RISK POLICY STATEMENT

1. Worth Unlimited is a Christian charity committed in all areas of its work to providing a safe, welcoming environment, where all people are treated with dignity and respect. This document is relevant to **all aspects** of Worth Unlimited's work with adults at risk.
2. Worth Unlimited's work amongst adults deemed to be at risk carries a responsibility for their protection, well-being and development, and every adult shares a measure of responsibility in this.
3. It is the responsibility of every adult to prevent the physical, sexual, emotional or spiritual abuse of or the neglect of vulnerable people and to report any actual or suspected abuse that comes to light.
4. All those who wish to work with Worth Unlimited will be subject to the agreed procedures for the appointing of workers in this area of work.
5. In many situations, Worth Unlimited works in partnership with other agencies. In each circumstance, negotiation will be made about whose procedures to follow but it is generally accepted that it will be the agency's system that is used in most cases, provided they do not conflict with the procedures outlined in this document.
6. Worth Unlimited is committed to supporting, resourcing and training those who work in the organisation, and to providing adequate supervision. To this end, every paid employee and volunteers as far as possible will undertake training and seek to update their knowledge annually.
7. Each staff member or volunteer will be given access to a copy of the Safeguarding Adults at Risk policy with agreed procedures and will be expected to observe them. The Policy will also be made easily accessible to people participating in our projects.
8. Each local project of Worth Unlimited will appoint a Designated Safeguarding Lead and, if possible, a Deputy. The Safeguarding Lead will usually be the Branch Leader, but this does not have to be the case. The names of these people will be clearly displayed in any office space and given to all staff and volunteers, along with out of hours contact numbers where appropriate.
9. The Board of Worth Unlimited are committed to an annual review of this policy.

## 1. WHAT IS SAFEGUARDING?

- 1.1. **Safeguarding is the protection of adults and children from harm, abuse or neglect.**
- 1.2. We all have the same rights and expectations to independence, respect, choice, fulfilment of our ambitions, to be heard, included, and to have privacy and confidentiality. These expectations are central to the way in which we interact with each other in our life together.
- 1.3. Safeguarding involves a range of activities aimed at promoting the individual's fundamental right to be safe. These include making and maintaining safe environments for all, having processes to follow should something go wrong, and support for everyone involved.

## 2. WHO IS THIS DOCUMENT FOR?

- 2.1. This document is for everyone in Worth Unlimited, but especially for staff and volunteers who have some responsibility for working with or supporting adults at risk.

## 3. WHO ARE ADULTS AT RISK?

- 3.1. The term '**adult at risk**' has replaced the previously used 'vulnerable adult', focusing on the situation rather than the characteristics of the adult themselves. The label 'vulnerable adult' may wrongly imply that some of the fault for any abuse lies with the abused adult.
- 3.2. There is no standard single definition for an adult at risk, so for our policy we are using the following simple definition taken from Thirtyone:eight (previously known as CCPAS):

**Any adult aged 18 or over who due to disability, mental function, age, illness or traumatic circumstances may not be able to take care or protect themselves against the risk of significant harm, abuse, bullying, harassment, mistreatment or exploitation.**

- 3.3. Some adults might be more at risk than others, and there are some times in life where risks may increase. Some of these circumstances may include:
  - Learning, sensory or physical disability
  - Old age and frailty (especially if it creates a dependency on or needing help from others)
  - Mental health problems
  - Dementia or confusion
  - Illness
  - Addiction or dependence on alcohol, drugs or medication
  - Bereavement
  - Past abuse or trauma
  - English is not their first language
- 3.4. Worth Unlimited may run a number of different activities that might bring us into contact with Adults at Risk. These may include:
  - Lunch clubs
  - Parents of children and young people that we work with
  - Young adults involved in criminal behaviour
  - Outreach work providing assistance to those who are vulnerable
  - Supporting refugees or asylum seekers

- Counselling
- Supporting those who are subject to domestic abuse
- Community venues

#### 4. WHAT IS ABUSE?

- 4.1. **Abuse is the violation of an individual's human and civil rights by another person or persons.**
- 4.2. It comes from the misuse of power and control that someone has over another. Harm is the result of this mistreatment or abuse.
- 4.3. Abuse may consist of one single act or many repeated acts, and it can occur in any relationship at any time of life. It can take many forms, not just physical or violent acts, but it may also be verbal, sexual, psychological, spiritual or financial. It may be an act of neglect or an omission to act. Any or all types of abuse may be perpetrated as the result of deliberate intent, negligence or ignorance.

#### 5. WHO COULD ABUSE?

- 5.1. Abuse may be perpetrated by an individual or a group. Those who may abuse include:
- A partner, child, relative or friend.
  - A paid or volunteer carer.
  - A health, social care, charity or other worker.
  - A church worker, minister of religion or faith leader.
  - Abuse can be committed by one adult at risk towards another. This is still abuse and should be handled appropriately.



Anyone could abuse

#### 6. WHERE COULD ABUSE HAPPEN?

- 6.1. Abuse can take place in all kinds of different settings. For example:
- At home.
  - In supported housing.
  - At someone else's home.
  - Within a nursing home, hospital, residential care or day care.
  - At work or in educational establishments.
  - In a community building, such as a church.
  - In a car or other vehicle.
  - Online or via mobile communications.



Abuse can take place anywhere

#### 7. TYPES OF ABUSE

- 7.1. There is no single definition for each different type of abuse, with different terminology used by different organisations. Using many different sources we have compiled a simple definition for each of the main types of abuse, along with some of the behaviours that each type of abuse may include. This information is shown in the following table.
- 7.2. Some of the key indicators of each of these forms of abuse are included in the **Table of Abuse Types** in Appendix B.

<b>Abuse</b>	<b>Definition</b>	<b>Includes....</b> (please note that this is not an exhaustive list)
<b>Physical</b>	To inflict pain, physical injury or suffering.	<ul style="list-style-type: none"> <li>• Hitting, slapping and beating;</li> <li>• Shaking, pinching and pushing;</li> <li>• Kicking, burning and hair pulling;</li> <li>• Squeezing, suffocating, poisoning and using inappropriate restraint.</li> <li>• Giving inappropriate medication</li> </ul>
<b>Emotional</b>	<p>The use of threats, fear or power gained by another adult's position, to invalidate the person's independent wishes.</p> <p>Such behaviour can create very real emotional and psychological distress.</p> <p>All forms of abuse have an emotional component.</p>	<ul style="list-style-type: none"> <li>• Mocking, coercing, threatening or controlling behaviour;</li> <li>• Bullying, intimidation, harassment or humiliation;</li> <li>• The lack of privacy or choice, denial of dignity, deprivation of social contact or deliberate isolation;</li> <li>• Making someone feel worthless, a lack of love or affection, or ignoring the person.</li> </ul>
<b>Sexual</b>	Any non-consenting sexual act or behaviour.	<ul style="list-style-type: none"> <li>• Rape, sexual assault or sexual acts to which the person has not consented, could not consent or was pressurised into consenting;</li> <li>• Indecent assault, incest, being forced to touch another person in a sexual manner without consent;</li> <li>• Making sexual remarks, suggestions and teasing;</li> <li>• Indecent exposure, being forced to watch pornographic material or sexual acts;</li> <li>• Enforced or coerced nakedness or inappropriate photography of a person in sexually explicit ways;</li> <li>• Being spied on while a person is undertaking personal care activities.</li> </ul>
<b>Neglect</b>	A person's wellbeing is impaired and their care needs are not met. Neglect can be deliberate or can occur as a result of not understanding what someone's needs are.	<ul style="list-style-type: none"> <li>• Failing to provide access to appropriate health, social care or education services;</li> <li>• Ignoring medical or physical care needs, including not giving someone proper food or assistance with eating or drinking;</li> <li>• Failing to intervene in behaviour which is dangerous to the adult (particularly when the person lacks the mental capacity to assess the risks to themselves or to others);</li> <li>• Failing to provide a warm, safe and comfortable environment.</li> <li>• Deliberately withholding aids, such as walking sticks or hearing aids.</li> <li>• Denying social, religious or cultural contacts, or denying contact with the family;</li> <li>• Leaving alone or unsupervised.</li> </ul>

<b>Abuse</b>	<b>Definition</b>	<b>Includes....</b> (please note that this is not an exhaustive list)
<b>Financial</b>	The inappropriate use, misappropriation, embezzlement or theft of money, property or possessions.	<ul style="list-style-type: none"> <li>• Theft, fraud or embezzlement of monies, benefits or goods;</li> <li>• Exploitation or profiteering;</li> <li>• Applying pressure in connection with wills, property or inheritance, or financial transactions;</li> <li>• The abuse of influence, power or friendship to persuade a person to make gifts or change their will;</li> <li>• Being charged excessive amounts for services (such as minor building works on a property).</li> </ul>
<b>Spiritual</b>	<p>The inappropriate use of religious belief or practice; coercion and control of one individual by another in a spiritual context; the abuse of trust by someone in a position of spiritual authority (e.g. minister).</p> <p>The person experiences spiritual abuse as a deeply emotional personal attack.</p>	<ul style="list-style-type: none"> <li>• Forcing religious ideas or practices onto people, particularly those who may be vulnerable to such practices;</li> <li>• Extreme pastoral interference in personal matters – reducing individual choice and responsibility;</li> <li>• The misuse of scripture or power to control behaviour and pressure to conform;</li> <li>• The requirement of obedience to the abuser, or the suggestion that the abuser has a “divine” position;</li> <li>• Intrusive healing and deliverance ministries, which may result in people experiencing emotional, physical or sexual harm;</li> <li>• The denial of the right of faith or opportunity to grow in the matters of faith</li> </ul>
<b>Discriminatory</b>	The inappropriate treatment of a person because of their age, gender, race, religion, cultural background, sexuality or disability.	<ul style="list-style-type: none"> <li>• Ageist, racist, sexist, or abusive behaviour based on a person’s disability;</li> <li>• Abuse linked to a person’s sexuality;</li> <li>• Harassment, slurs or similar treatment;</li> <li>• Withholding services without proper justification, or lack of disabled access to services and activities.</li> </ul>
<b>Institutional</b>	<p>The mistreatment or abuse of an adult by a regime or individuals within an institution. It can occur through repeated acts of poor or inadequate care and neglect, or poor professional practice or ill-treatment.</p> <p>Religious and Caring organisations are not exempt from perpetrating institutional abuse.</p>	<ul style="list-style-type: none"> <li>• The inability of an institution to safeguard people from emotional or even physical harm and neglect;</li> <li>• Having fixed rules and routines by which people are controlled;</li> <li>• People being prevented from doing things that are their rights;</li> <li>• Not having access to personal possessions or personal allowance.</li> </ul>

**Abuse does not have to fit solely into any one of the categories, and often more than one type of abuse may be taking place.**

## 8. OTHER FORMS OF ABUSE

- 8.1. **Domestic Abuse** is any threatening behaviour, violence or abuse between adults who are or have been in a relationship, or between family members. It can affect anybody regardless of their age, gender, sexuality or social status. Domestic abuse can be physical, sexual or psychological, and whatever form it takes, it is rarely a one-off incident. Usually there is a pattern of abusive and controlling behaviour where an abuser seeks to exert power over their family member or partner.
- 8.2. **Cyber Abuse (also known as cyber bullying or cyber stalking)** is the use of information technology (email, mobile phones, websites, social media, instant messaging, chatrooms, etc.) to repeatedly harm or harass other people in a deliberate manner.
- 8.3. **Self-Harm / Self-Neglect** is the intentional damage or injury to a person's own body. It is used as a way of coping with or expressing overwhelming emotional distress. An adult at risk may also be neglecting themselves, which can result in harm to themselves.
- 8.4. **'Mate Crime'** is when people (particularly those with learning disabilities) are befriended by members of the community, who go on to exploit and take advantage of them.
- 8.5. **Modern Slavery** is the practice of treating people as property; it includes bonded labour, child labour, sex slavery and trafficking. It is illegal in every country of the world.
- 8.6. **Human Trafficking** is when people are bought and sold for financial gain and/or abuse. Men, women and children can be trafficked, both within their own countries and over international borders. The traffickers will trick, coerce, lure or force these vulnerable individuals into sexual exploitation, forced labour, street crime, domestic servitude or even the sale of organs and human sacrifice.
- 8.7. **Radicalisation** is the process by which people come to support any form of extremism and, in some cases, join terrorist groups. Some adults are more vulnerable to the risk of being groomed (see glossary) into terrorism than others.
- 8.8. An **Honour marriage / forced marriage** is when one or both of the spouses do not, or cannot, consent to the marriage. There may be physical, psychological, financial, sexual and emotional pressure exerted in order to make the marriage go ahead. The motivation may include the desire to control unwanted behaviour or sexuality.
- 8.9. **Historic Abuse** is the term used to describe disclosures of abuse that were perpetrated in the past. Many people who have experienced abuse don't tell anyone what happened until years later, with around one third of people abused in childhood waiting until adulthood before they share their experience.
- 8.10. If you are concerned about an adult at risk experiencing one of these forms of abuse, please report to your Designated Safeguarding Lead, who will follow the necessary safeguarding procedures.

## 9. RESPONDING TO ABUSE

- 9.1. This section will help you know what to do if you know or suspect an adult is being abused or may be at risk of abuse, or you have concerns about their wellbeing. It is often not easy to recognise abuse or harm. Therefore it is important to act if you suspect abuse – don't wait until you are absolutely sure. This doesn't mean that you are jumping to conclusions or making judgements about the situation, it simply means that there is a safeguarding concern. You may suspect abuse because:

- You have a general concern about someone’s wellbeing.
  - You see or hear something which could be abusive.
  - Someone tells you that something has happened or is happening to them, or to an adult at risk, which could be abusive.
- 9.2. In these circumstances, do not delay. Pass on your concerns to your Designated Safeguarding Lead within 24 hours. If they are not available or are implicated in the concern, speak to the National Safeguarding Lead (Helen Perry), or another member of the Leadership Team or get in touch with Thirtyone:eight (previously known as CCPAS, details in Appendix D). If an adult is in imminent danger of harm, contact the police or emergency services on 999 without delay.
- 9.3. If someone discloses abuse directly to you, then remember to:
- **Listen:** Take what is said seriously;
  - **Reassure:** Tell them that they have done the right thing by telling you, and that you believe them;
  - **Remain Calm:** No matter how difficult it is to listen to what is being disclosed. You have been chosen because the person feels able to talk to you;
  - **Be honest:** Do not promise full confidentiality or offer false reassurance;
  - **Be open:** Do not ask leading or closed questions, such as “Did she hit you?” It is not your role to investigate. As soon as you have enough information to concern you, stop.
  - **Ask:** Request their consent to share information and seek help;
  - **Explain:** Tell them that you are going to tell ‘x’, the Designated Safeguarding Lead (or an appropriate alternative if necessary – see above) and give them a timescale;
  - **Write:** Document everything the adult at risk has told you, in their own words, using the Safeguarding Action Form. You will need to record the questions you asked as well as the answers or information given. This should be done as soon as possible after the disclosure and should include the time and date;
  - **Report:** Contact the Designated Safeguarding Lead within 24 hours (or appropriate alternative if necessary– see above) and report the disclosure;
  - **Keep it confidential:** The concerns you have should be kept confidential between you, the adult concerned, the Designated Safeguarding Lead and any appropriate external agencies that are necessary. The Designated Safeguarding Lead may need to inform statutory authorities.
- 9.4. **Never go and talk to the alleged abuser or try to investigate the allegations yourself.**

## 10. COMMUNICATION DIFFICULTIES

- 10.1. Be aware that the person’s ability to recount their concern or allegation will depend on age, culture, language, communication skills and disability. You may need to ask the person to repeat themselves or to check that you have understood what they said.
- 10.2. If you have concerns, witness the abuse of someone or have seen changes in behaviour or living patterns that make you suspect that someone is being abused, it is important that you

don't ignore what you have seen or suspect. Everyone has the right to live free from abuse of any kind, and there is help and support available to put a stop to it. But remember that it is not your job to investigate; as soon as you have enough information you should implement these safeguarding policy and procedures.

## 11. SAFEGUARDING ACTION FORM and CAUSE FOR CONCERN FORM

- 11.1. The **Safeguarding Action Form** (see Appendix C) should be completed as accurately as possible, and within 24 hours after the disclosure or suspicions of abuse. Where possible use the person's own words, sticking to the facts and avoiding opinion. You will need to record what questions were asked as well as the answers or information given.
- 11.2. Please remember that it is not your role to verify or prove that the information given is true. It is simply your role to listen, record and report any concerns, allegations or disclosures to the appropriate people. This is true no matter who the alleged abuser is.
- 11.3. The **Cause for Concern Form** is also available to record concerns that don't yet warrant further action but which are concerns or observations which you may wish to log with the Designated Safeguarding Lead.
- 11.4. Both the Safeguarding Action Form and the Cause for Concern form can be downloaded as a separate document from the Worth Unlimited internal website.

## 12. SUMMARY

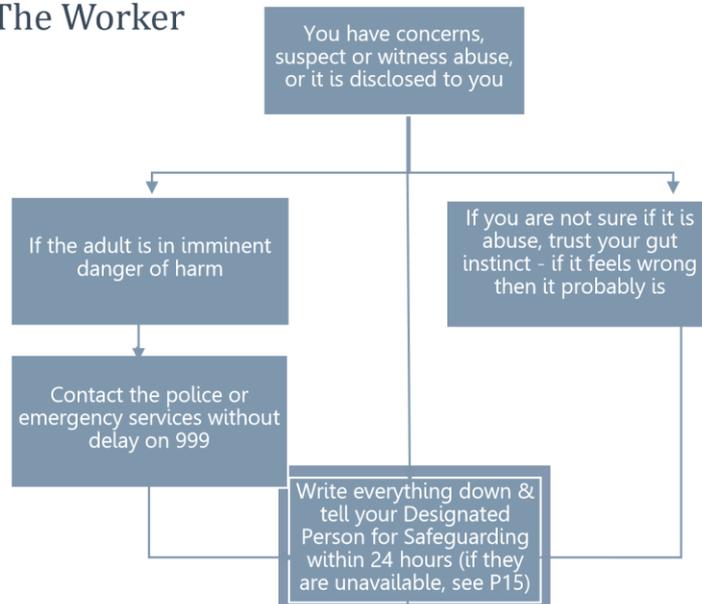
- 12.1. In summary, when responding to abuse or concerns you should:

WHAT TO DO	WHAT NOT TO DO
<ul style="list-style-type: none"> <li>• Listen to and acknowledge what is being said.</li> <li>• Try to be reassuring &amp; remain calm.</li> <li>• Explain that you would like to pass this information on to the appropriate people and ask their consent to do so.</li> <li>• Explain clearly what you will do and what will happen next.</li> <li>• Try to give them a timescale for when and how you / the Designated Safeguarding Lead will contact them again.</li> <li>• Take action – don't ignore the situation.</li> <li>• Be supportive.</li> <li>• Tell them that:               <ul style="list-style-type: none"> <li>○ They were right to tell you;</li> <li>○ You are taking what they have said seriously;</li> <li>○ It was not their fault;</li> </ul> </li> <li>• Be open and honest.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not promise confidentiality.</li> <li>• Do not show shock, alarm, disbelief or disapproval.</li> <li>• Do not minimise what is being said.</li> <li>• Do not ask probing or leading questions, or push for more information.</li> <li>• Do not offer false reassurance.</li> <li>• Do not delay in contacting the Designated Safeguarding Lead.</li> <li>• Do not contact the alleged abuser.</li> <li>• Do not investigate the incident any further.</li> <li>• Never leave an adult at risk to wait to hear from someone without any idea of when or how that may be.</li> <li>• Do not pass on information to those who don't need to know, not even for prayer ministry.</li> </ul>

- Give contact details for them to report any further details or ask any questions they may have

12.2. See the 'How to respond to abuse' flowchart on the next page to see the process for reporting disclosures or suspicions of abuse.

## Stage 1 – The Worker



**If you have concerns, witness abuse or have seen changes in behaviour or living patterns that make you suspect that someone is being abused – DON'T IGNORE IT. Everyone has the right to live free from abuse of any kind, and there is support and assistance available to put a stop to it.**

## Stage 2 – The Designated Person for Safeguarding



\*If the adult doesn't want any further help, the disclosure should still be reported and monitored

### 13. MENTAL CAPACITY

- 13.1. Within safeguarding, mental capacity is whether or not someone has the capacity or ability to make decisions about themselves and their safety and well-being. There is a fine balance between the individual's rights to autonomy and their need for protection.
- 13.2. If there are any concerns about the mental capacity of an adult at risk, always refer to your local authority Adult Social Care Services for advice.

### 14. WHAT IF THE ADULT DOESN'T WANT HELP?

- 14.1. The mental capacity of the adult at risk is vital in deciding what should be done. All actions should be based on the assumption that the individual has the capacity and the right to make their own choices in relation to their personal safety and well-being. This includes upholding their right to follow a course of action which others may deem unwise or eccentric, including staying in a situation of abuse.
- 14.2. If the adult at risk doesn't want help it may still be necessary to inform the police or Adult Social Care Services, who can put a safeguarding plan in place so that, as far as possible, the adult continues to be protected. This is particularly important:
  - **When the person lacks the mental capacity to make such a choice**
  - **When there is a risk of harm to others**
  - **In order to prevent a crime**
- 14.3. If at all unsure of whether or not to pass on information about abuse without permission, the Designated Safeguarding Lead should contact Adult Social Care Services or Thirtyone:eight for advice.
- 14.4. It is also important that the individual knows where to get appropriate help and support if they should change their mind (see Appendix D for a list of useful resources and contacts).

### 15. WHAT HAPPENS NEXT?

- 15.1. If a referral is made to Adult Social Care Services about a disclosure of abuse it is known as an **adult safeguarding alert**. Firstly they will check to see if the adult at risk or alleged abuser is known to them. If the individual(s) are known, then details of the disclosure will be passed on to the social worker involved, who, with their manager, will decide what action should be taken next. If the individuals are not known to Adult Social Care Services then it is likely that a duty worker and manager will make the decision of what to do next, possibly liaising with the police.
- 15.2. If there is an urgent need for the adult at risk to be protected, to be found alternative accommodation or for any other safety measures to be put in place, they will be given priority. If the adult at risk is in immediate danger of physical harm or their life is threatened, then it is appropriate for you to bypass Adult Social Care Services and contact the police for help.
- 15.3. Following the initial referral to Adult Social Care Services and the creation of an adult safeguarding alert, a referral will be made to the local **adult protection officer**, who will start to investigate the alleged abuse. They will liaise with the adult at risk and discuss options and procedures and find out what the individual wants to happen. The adult protection officer will involve other agencies as necessary, to ensure a coordinated response to the alleged abuse.

- 15.4. The outcome will be communicated to the local **Safeguarding Adults Board (SAB)**. Safeguarding Adults Boards are multi-agency groups (which may include Adult Social Care Services, the police, and Crown Prosecution Service, health services, Quality Care Commission and voluntary organisations) who work in partnership to promote and develop effective protection systems for adults at risk in their locality.
- 15.5. Generally, families will be informed when there is an allegation of abuse and what action is being taken. However, there are a few circumstances which may prevent this communication from happening. These include:
- If the adult at risk does not wish their family to be informed
  - If the alleged abuser is a member of the family
  - If a police investigation is likely to take place
- 15.6. This process can be daunting and if at any stage the adult at risk wants someone to support them and help them through the process, then independent advocates are available through Adult Social Care Services.

## 16. THE EFFECTS OF ABUSE

- 16.1. The impact of abuse on a person will be specific to them. It will depend upon their personal circumstances, now and at the time of the abuse, as well as the nature of the abuse suffered and the identity of the abuser. The abuse may have a lasting effect for the rest of their life and they may show a range of symptoms including:
- Depression
  - Anger and hostility
  - Being unable to connect at all with their feelings
  - Low self-esteem, putting themselves down and constantly apologising
  - Being unable to form close relationships, or at the other extreme, wanting to be inappropriately close to others
  - Disturbed sleep and nightmares
  - Fears, phobias and anxiety
  - Flashbacks of the abuse
  - Self-harming
  - Feelings of guilt and shame
  - Using alcohol, drugs or medication
  - Finding themselves in an abusive cycle, moving from one abuser to another
  - Seeking permission before being able to do anything
  - Fear of becoming an abuser themselves
  - Loss of trust in others
- 16.2. However, it is worth remembering that not all survivors of abuse will show symptoms of their abuse, and some may cope well with life and are able to live apparently 'normal' lives.

## 17. CARE FOR SURVIVORS OF ABUSE

- 17.1. It is common for those who have been abused to lose their trust in those around them. This is likely to affect their faith as well as their relationships with others. There is no quick-fix to heal the damage caused by abuse, and it is crucial that those who have been abused are given space and time to go through their own healing process.

- 17.2. One of the most important things to remember is that survivors need someone to listen to them; to believe them. They may need to repeat their story time and again, needing it to be heard in different contexts at different times over the years, in order for them to process their experience.
- 17.3. It is important that survivors:
- Are accepted for who they are, without them being made to forgive or being put into a position of feeling guilty and responsible for what happened to them.
  - Can be confident that those in Worth Unlimited who know about the abuse are with them on their journey – no matter how long or difficult that journey may be.
- 17.4. It is often necessary for the survivor of abuse to seek professional counselling as they work through their experiences. You may like to compile a list of relevant local information and contacts, ready for anyone who may need it. Contact details for national organisations can be found in Appendix D.

## 18. DESIGNATED SAFEGUARDING LEAD

- 18.1. **Appointment:** Each Worth Unlimited branch must appoint a person to take on the role of Designated Safeguarding Lead, who is responsible for overseeing the safeguarding of children, young people and adults at risk. Where this is not possible a member of the national Leadership Team may temporarily take this role.
- 18.2. The name and a photograph of the Designated Safeguarding Lead should be clearly displayed for participants and workers to see.
- 18.3. **Training:** The Designated Safeguarding Lead should be trained to the appropriate level for this role. This training will come by different names in each area/region (sometimes “Designated Person” training or Level 3 training), and advice should be sought from the Local Safeguarding Children Board or Adult Safeguarding Board about the appropriate course locally.
- 18.4. **Role Description:**
- to ensure that all who apply to work with young people are appropriately vetted in terms of references and enhanced DBS Disclosures.
  - to liaise with the policy team, the Leadership Team and the other Designated Safeguarding Leads on matters of policy and procedure.
  - to ensure that the guidelines given in this policy and its procedures are observed and, in particular, that proper levels of training and supervision are maintained by all projects.
  - to ensure that training opportunities are available so that all staff and volunteers update their training at least bi annually.
  - to work with Operations Coordinator to ensure a register of volunteers and paid workers is kept, including date of issue and certificate numbers of DBS disclosures, up-to-date records of all Safeguarding training undergone by them; and to make volunteers and workers aware of when their training falls short of what is required
  - where any specific allegations of abuse are made, to ensure that proper procedures are adhered to

- The post and holder will be subject to annual review by the National Safeguarding Lead (Helen Perry) on behalf of the Board of Trustees at the same time review of the whole policy takes place.

## **19. SAFEGUARDING BY DESIGN**

- 19.1. These good practice guidelines are not about rules and regulations in order to prevent you from doing things. They are about working together to enable all people to get more out of their participation with Worth Unlimited in safe and enjoyable ways.
- 19.2. It is not possible to guard against every eventuality or protect those adults at risk from every potential harm or abuse by cruel and abusive people. However, we can do our best to provide a safe place for everyone, including adults at risk, by making sure that we follow good practice guidelines in every area of our provision.

## **20. PREMISES**

- 20.1. Buildings should be as accessible as possible to all people, recognising the limitations that the age and design of some buildings may cause. Any restrictions to access, visibility, audibility, toilet facilities, lighting or heating should be addressed and where necessary aids and adaptations should be put in place.
- 20.2. Many of these points will have already been considered during health and safety checks that are carried out to meet legislative requirements.

## **21. LANGUAGE**

- 21.1. The language people use can often reflect their attitudes and opinions of others. In addition it should be considered that negative and uncaring attitudes can be a major barrier to accessing community life. This can include the language used to describe people (such as derogatory words focusing on aspects of someone's disability, race or sexuality rather than the person themselves). Therefore every effort should be taken to use appropriate language and suitable vocabulary, enabling the greatest level of inclusivity and accessibility.

## **22. FINANCIAL INTEGRITY**

- 22.1. Those who work with adults at risk may become involved in some aspects of personal finance - collecting pensions or benefits, shopping or banking, etc. If handling money for someone else, always obtain receipts or other evidence of what has been done.
- 22.2. Staff and volunteers should not seek personal financial gain from their position beyond their salary or recognised allowances or expenses.
- 22.3. Staff and volunteers should not be influenced by offers of money.
- 22.4. Worth Unlimited has a financial procedure in place for dealing with gifts and donations which should always be followed. Where there isn't a guide for a specific situation, advice should be sought from the National Safeguarding Lead (Helen Perry).
- 22.5. Care should be taken not to canvass for donations from those adults who may be at risk, such as the recently bereaved.

## 23. PHOTOGRAPHS

- 23.1. With mobile phones and tablets with cameras, it is very easy to take pictures and immediately upload them to the internet. Make sure that you have the person's permission to take a picture, and if you intend to upload it, make sure that they're happy for people to see it online. When taking group pictures remember to get permission from everyone who will be photographed.
- 23.2. Bear in mind that there may be many reasons why someone doesn't want their picture on public display, from simply not liking their photo being taken, to not wanting an abusive ex-partner to be able to identify their current location.

## 24. COMPUTERS

- 24.1. Make sure that there are suitable filtering controls and blocks put on any computers used. Although this is not failsafe, it will make using the computers for inappropriate behaviour more difficult, whilst also protecting any vulnerable users.
- 24.2. Worth Unlimited has an IT and Communications Policy which should be observed at all times

## 25. APPOINTMENT OF WORKERS

**This section mirrors the one that is in the Child Safeguarding policy and procedures**

### 25.1. Purpose and nature of procedures

- 25.1.a. The following procedures are designed to promote the effectiveness of Worth Unlimited's work and to protect both children, young people, adults at risk and workers. They will help ensure individuals' gifts are used in the best ways. The procedures involve all potential staff and volunteers being treated as potential job applicants.
- 25.1.b. The procedures detailed here complement the Recruitment Policy, Recruitment Handbook, Equal Opportunities Policy, Justifiability Policy and Volunteers Policy.

### 25.2. Safer Recruitment Training

- 25.2.a. It is recommended that at least one member from each branch undertakes Safer Recruitment Training, a specific programme of training (usually 1 day) that addresses steps that should be taken to ensure that our workforce remains resistant to people who have inappropriate intentions. This would usually be the Branch Leader, but others such as Steering Group members and other senior staff with recruitment responsibility might also find the training useful.
- 25.2.b. Safer Recruitment training can usually be sourced through the Local Safeguarding Children's Board or via e-learning on the DfE website.

### 25.3. Appointing workers or volunteers

- 25.3.a. There needs to be sensitivity and flexibility when it comes to filling in forms, especially with a potential volunteer who is making tentative enquires about helping with the work, or for whom there may be a language or literacy difficulty. Sometimes it may be more appropriate for the forms to be completed during an

informal interview, with the applicant checking and signing them. Nevertheless it remains very important to adhere to the following agreed procedures:

- 25.3.b. Prospective workers will be asked to complete a relevant application form requesting basic personal details, current and recent previous addresses, and any experience looking after or working with children/young people or adults at risk and details of any charges or convictions. (Disclosure of a criminal record may not in itself prevent appointment, as it is the nature of any offence that will be considered). They must also supply references from people not directly involved in any way with Worth Unlimited.
- 25.3.c. Expectations of other recruitment processes such as interviews are set out in the Recruitment Policy.
- 25.3.d. The applicant will be told more about the work and current needs and Worth Unlimited's expectations, and will have the opportunity to raise points and ask questions. The interviewing panel will explore the applicant's experience of and attitudes towards working or contact with children and young people or adults at risk, and expectations about possible work with the project. The following factors will be taken into account:
- Where applicable, evidence of a commitment to Foundational Statements of Worth Unlimited.
  - Support of the aims of Worth Unlimited's work.
  - Previous experience of looking after or working with children or young people or adults at risk.
  - Ability to provide warm and consistent care.
  - A willingness to respect the background and culture of those in their care.
  - Commitment to treat all children and young people/adults at risk as individuals and with equal concern.
  - Physical health, mental stability, integrity, flexibility.
  - Willingness to work as a team member.
- 25.3.a. A decision will be made by the interviewing panel whether or not to appoint an applicant. Appointment will be confirmed in writing and the applicant will be provided with a job/task description of the worker's responsibilities and the name of the main person who will give support. Volunteers will be asked to sign a declaration saying that they have read this document and understand their duty to protect the young people and young people or adults at risk they come into contact with. Paid employees will have a statement to this effect within their Employment Contract.
- 25.3.b. Job and Role Descriptions will always contain reference to duty to ensure the safety and protection of young people/adults at risk we are in contact with.

#### **25.4. Disclosure and Barring Service (DBS) disclosures**

- 25.4.a. All applicants for work with children and young people, or in 'regulated activity' with adults at risk will be asked to complete an online Disclosure Application for a Disclosure and Barring Service (DBS) criminal records check. See Point 26 for information on Regulated Activity.

- 25.4.b. As certificates are sent to the applicant, Worth Unlimited will only authorise a worker to work with young people/adults at risk when the original certificate has been viewed and verified and the details recorded.
- 25.4.c. Applicants shown as having convictions will be confidentially referred to Victoria Williamson (Trustee) and the National Safeguarding Lead for judgement on suitability to work in the context applied for. This will include the use of a pro-forma risk assessment. The Leadership Team should seek external confidential advice where appropriate.
- 25.4.d. Disclosure certificates undertaken by other organisations will NOT be accepted unless the applicant has registered their certificate with the DBS Update Service and we are able to verify that this is the case.
- 25.4.e. No worker or volunteer shall work unsupervised with young people/adults at risk before a DBS Disclosure is received and checked.
- 25.4.f. DBS Disclosures must be renewed every 3 years. Record keeping for this purpose is the responsibility of the Branch Leader, supported by the Operations Coordinator.

### **25.5. Young people, volunteering and vetting procedures**

- 25.5.a. Vetting procedures as outlined above relate to all staff and volunteers over the age of 16 years.
- 25.5.b. By the very nature of our work, we will encourage some young people to become volunteers with the projects that we operate, while they might still be described as a client or user of our services. In these cases the same vetting procedures must be applied before young person becomes a volunteer.
- 25.5.c. In cases where a young person volunteering is younger than 16, the checks must be carried out when they turn 16.

### **25.6. Criteria for not appointing workers**

- 25.6.a. Worth Unlimited's responsibilities towards those it works with means that on occasion it will exclude people from work with children, young people and adults at risk. This will happen where it is known that the individual has a criminal record for offences relating to young people or sexual behaviour. Failure to disclose a criminal record will also lead to exclusion from work with children, young people and adults at risk. Even where real change has taken place in the life of the individual, it would be unwise to place an individual in a position of temptation, and refusal would be for the benefit of the individual concerned as well as for our participants. Applicants will also not be appointed where an unsatisfactory reference is received.
- 25.6.b. Where Worth Unlimited has reservations about the overall suitability of someone to undertake work with children, young people or adults at risk in the specific context of the project then an appointment will not be made.

### **25.7. Working with offenders**

- 25.7.a. Should a known sex offender apply to work with Worth Unlimited, the person will be refused work on either a voluntary or paid basis.
- 25.7.b. As a Christian organisation however we would want to assist the person to find more appropriate work and would work with the person to contact other agencies and churches who may be able to help.

## 25.8. Management and supervision

- 25.8.a. Worth Unlimited has a system of line management in place to provide supervision and accountability. This will include monitoring of ongoing work, line management meetings and reviews in accordance with other Worth Unlimited employment policies and procedures. Further information can be found in our Training and Development Policy.

## 25.9. Whistle Blowing policy

- 25.9.a. Worth Unlimited operates a Whistle Blowing policy which all staff and volunteers should be made aware of.

## 26. REGULATED ACTIVITIES

- 26.1. There are six regulated activities which require a worker to have an Enhanced DBS check with a barred list check. They are:

### 26.2. Providing personal care

- Anyone who assists with activities such as drinking, eating, going to the toilet, etc.
- Anyone who prompts and supervises with activities such as drinking, eating, going to the toilet, etc, as the adult cannot make the decision to do so themselves.
- Anyone who trains, instructs or offers advice on the above because of an adult's age, illness or disability.

### 26.3. Assistance with cash, bills and/or shopping

- Anyone who assists in managing an adult's cash, paying their bills or shopping on their behalf.

### 26.4. Assistance in the conduct of a person's own affairs

- Anyone who provides assistance in the conduct of an adult's own affairs, for example, lasting or enduring powers of attorney.

### 26.5. Conveying

- Anyone who transports an adult to, from or between places where they receive health, personal or social care (this does not include transporting people to and from Worth Unlimited activities).

### 26.6. Providing healthcare

- Any healthcare professional providing healthcare to an adult.

### 26.7. Providing social work

- Anyone who provides social care.
- Volunteers at Lunch Clubs or social activities provided for the elderly are not likely to meet the definition of regulated activity with adults at risk, unless they are providing physical assistance with eating, drinking or going to the toilet.

### 26.8. Please Note: Someone who does not fit the requirement for a DBS check will still need to demonstrate an understanding and awareness of the responsibilities of working with adults at risk.

## 27. TRAINING

27.1. All those working with adults at risk should receive safeguarding training as soon as possible after they are appointed to their role. This training should include:

- Training specific to their role (which may include specific issues relating to the type of adults at risk in question)
- Recognising possible signs of abuse specific to adults at risk
- When and how to report any concerns
- The name and contact details of the Designated Safeguarding Lead
- A code of behaviour for workers

## 28. RECORD KEEPING

28.1. It is good practice to record meetings, one to one sessions and group sessions, noting the date, time, location, subject and any actions which are to be taken. The record of these meetings should stick to facts and try to avoid opinion.

28.2. Any records of safeguarding allegations, concerns or disclosures should be stored in a safe and secure manner indefinitely.

Date	Changes made
Version 1.2 31 <sup>st</sup> January 2024	9.2, 18.4, 22.4, 25.4.c, 25.4.f - Updated references to National Director to refer to National Safeguarding Lead/Trustee/Operations Coordinator as agreed by the Board
Version 1.1 27 <sup>th</sup> March 2020	9.2, 18.1, 18.4, 22.4, 25.4.c, 25.4.f Updated references to Operations Manager/CEO to refer to National Director/Leadership Team
Version 1.0 9 <sup>th</sup> November 2018	Minor formatting changes Approved by Board and published

<b>Most recent review by the Board of Management:</b>	26 <sup>th</sup> April 2021
<b>This policy is due for review by the Board of Management:</b>	Spring Term 2022

## 29. APPENDICES:

A: Glossary

B: Table of abuse types

C: Safeguarding Incident Form

D: Useful resources and contacts

## APPENDIX A - GLOSSARY

### Abuse

The violation of an individual's human and civil rights by another person or persons. It comes from the misuse of power and control that someone has over another.

### Abuse of trust

Abuse of trust is when someone abuses their position of authority or trust against another person, for their own personal gain or gratification.

### Adults at Risk

Any adult aged 18 or over who due to disability, mental function, age or illness or traumatic circumstances may not be able to take care or protect themselves against the risk of significant harm, abuse, bullying, harassment, mistreatment or exploitation. This may be short term or long term condition.

### Adult Social Care Services (ASCS)

Adult Social Care Services are part of your local authority's social services, and they are responsible for assessing for, arranging or providing social or community care for adults. Adult Social Care Services should be contacted if you have a concern about an adult at risk or if you simply need some advice.

### Appointeeship

Appointeeship is when the Department for Work and Pensions appoints someone to collect and spend benefits and pensions on behalf of someone who cannot manage their own affairs, because they are mentally incapable or severely disabled.

### Care Act 2015

The Care Act 2015 aims to give safeguarding a legal framework for how local authorities and other agencies should protect adults at risk from abuse and neglect.

### Carers

A carer is a person who helps another individual with an impairment with their activities of daily living. They may be paid or unpaid.

### Contract

A contract is a formal agreement between an organisation and someone who poses a risk to others, outlining what they can and cannot do within the organisation's setting. Contracts are usually, although not exclusively, put in place for known or alleged sex offenders.

## **Disclosure and Barring Service (DBS)**

The Disclosure and Barring Service is a government agency which provides information about employees' and volunteers' criminal record history, so that employers are able to make safer recruitment decisions. They check if an individual has any criminal convictions, if they are barred from working with children or adults at risk and if the police hold any other relevant information about that person.

## **Good practice**

Good practice is advice and procedures which, when followed and put in place, result in the best way for an organisation to function whilst enabling all participants to remain safe from harm.

## **Grooming**

Grooming is when someone takes time to build an emotional connection with a vulnerable person, and potentially also their family and wider community, in order to gain their trust for the purposes of sexual abuse or exploitation. Grooming can be carried out remotely or in person.

## **Harm**

The result of mistreatment or abuse.

## **Human Rights Act 1998**

This act gives further effect in UK law to the European Convention of Human Rights, which aims to protect human rights and fundamental freedoms of all people.

## **Legal Deputy**

A legal deputy, authorised by the Court of Protection, is responsible for making decisions on behalf of someone who lacks mental capacity. There are 2 types of legal deputy; one with responsibility for property and financial affairs (eg. paying bills, organising a pension) and one with responsibility for personal welfare (eg. making decisions about medical treatment and how someone is looked after).

## **Mental Capacity**

Within safeguarding, mental capacity is whether or not someone has the capacity or ability to make decisions about themselves and their safety and well-being.

## **Mental Capacity Act 2005**

The Mental Capacity Act 2005 protects and empowers people who lack the capacity to make decisions for themselves. It does this by providing a framework for making decisions on their behalf, whether the decisions are life-changing events or everyday matters.

## **No Secrets**

Published by the Department of Health in 2000, No Secrets provided a framework for the safeguarding of adults. This included the development and implementation of inter-agency policies and procedures to protect adults at risk, and the recommended structures for local authorities investigating abuse allegations. Although it is now superseded by the Care Act 2015, it still has some useful definitions and information.

## **Power of Attorney**

A Power of Attorney is a legal document whereby one person (the "donor") gives another person (the "attorney") the power to act on their behalf with regard to their property and financial affairs, and/or their health and welfare.

## **Safeguarding**

Safeguarding is the protection of adults and children from harm, abuse or neglect.

### **Safeguarding Adults Board (SAB)**

Safeguarding Adults Boards are inter-agency groups with a range of representatives who may include members from different areas within the local statutory authority, carer, disability and advocacy groups as well as health care professionals. Their aim is to promote and develop effective protection systems for adults at risk in their locality.

## APPENDIX B - TABLE OF ABUSE TYPES

These definitions of abuse have been compiled from a range of sources.

Abuse	Definition	Includes....	Some of the key indicators It is important to be aware that there may be many other reasons for any of these indicators in any given situation.
<b>Physical</b>	To inflict pain, physical injury or suffering.	Hitting, slapping and beating; Shaking, pinching and pushing; Kicking, burning and hair pulling; Squeezing, suffocating, poisoning and using inappropriate restraint;	Cuts, lacerations, puncture wounds, open wounds, welts; Bruising and discolouration - particularly if there is a lot of bruising of different ages; Black eyes, burns, broken bones and skull fractures; If the person is seen to have injuries that recur or are in the same place on more than one occasion or are without plausible explanation; Any injury that has not been properly cared for; Poor skin condition or poor skin hygiene; Loss of hair, loss of weight and change of appetite; Insomnia or unexplained behaviour, fearfulness, unexplained paranoia, anxiety; Person flinches at physical contact and/or keeps fully covered, even in hot weather; Person appears frightened or subdued in the presence of a particular person or people;

Abuse	Definition	Includes....	Some of the key indicators
<b>Emotional</b>	<p>The use of threats, fear or power gained by another adult's position, to invalidate the person's independent wishes.</p> <p>Such behaviour can create very real emotional and psychological stress.</p> <p>All forms of abuse have an emotional component.</p>	<p>Mocking, coercing, threatening or controlling behaviour;</p> <p>Bullying, intimidation, harassment or humiliation;</p> <p>The lack of privacy or choice, denial of dignity, deprivation of social contact or deliberate isolation;</p> <p>Making someone feel worthless, a lack of love or affection or ignoring the person;</p>	<p>It is important to be aware that there may be many other reasons for any of these indicators in any given situation.</p> <p>Changes in mood, attitude and behaviour;</p> <p>Becoming quiet or withdrawn or conversely becoming aggressive or angry for no apparent reason;</p> <p>Denial and hesitation to talk openly;</p> <p>Excessive fear or anxiety;</p> <p>Changes in sleep pattern;</p> <p>Loss of appetite;</p> <p>Helplessness or passivity;</p> <p>Confusion or disorientation;</p> <p>Implausible stories;</p> <p>Low self-esteem;</p> <p>Unclear or confused feelings towards an individual;</p> <p>Psychological abuse may well be indicative of other forms of abuse.</p> <p>Such signs may also be seen in those who are physically or sexually abused</p>
<b>Sexual</b>	<p>Any nonconsenting sexual act or behaviour.</p> <p>No one should enter a sexual relationship with someone for whom they have pastoral</p>	<p>Rape, sexual assault or sexual acts to which the person has not consented, could not consent or was pressurised into consenting;</p> <p>Indecent assault, incest, being forced to touch another person in a sexual manner without consent;</p>	<p>Emotional distress;</p> <p>Mood changes;</p> <p>Expressions of feelings of guilt or shame;</p> <p>Itching, soreness, bruises or lacerations;</p> <p>Bruises around the breasts or genital areas;</p>

Abuse	Definition	Includes....	Some of the key indicators
	responsibility or hold a position of trust.	<p>Making sexual remarks, suggestions and teasing;</p> <p>Indecent exposure, being forced to watch pornographic material or sexual acts;</p> <p>Enforced or coerced nakedness or inappropriate photography of a person in sexually explicit ways;</p> <p>Being spied on while undertaking personal care activities;</p>	<p>It is important to be aware that there may be many other reasons for any of these indicators in any given situation.</p> <p>Difficulty in walking or sitting;</p> <p>Unexplained vaginal or anal bleeding;</p> <p>Unexplained venereal disease or genital infections;</p> <p>Disturbed sleep patterns;</p> <p>Torn, stained or bloody underclothing;</p> <p>Significant changes in sexual behaviour or outlook;</p> <p>Preoccupation with anything sexual;</p> <p>A woman who lacks the mental capacity to consent to sexual intercourse becomes pregnant;</p>
<b>Neglect</b>	A person's wellbeing is impaired and their care needs are not met. Neglect can be deliberate or can occur as a result of not understanding what someone's needs are.	<p>Failing to provide access to appropriate health, social care or education services;</p> <p>Ignoring medical or physical care needs, including not giving someone proper food or assistance with eating or drinking;</p> <p>Failing to intervene in behaviour which is dangerous to the adult (particularly when the person lacks the mental capacity to assess the risks to themselves or to others);</p> <p>Failing to provide a warm, safe and comfortable environment. Deliberately</p>	<p>Person looking unkempt or dirty and has poor personal hygiene;</p> <p>Person is malnourished, has sudden or continuous weight loss and is dehydrated;</p> <p>Person is dressed inappropriately for the weather conditions;</p> <p>Dirt, urine or faecal smells in a person's environment;</p> <p>Home environment does not meet basic needs (for example not heating or lighting) Health and safety hazards in the living environment;</p> <p>Untreated medical conditions, pressure sores, rashes, lice on the person;</p> <p>Depression;</p> <p>Person and / or carer have inconsistent or reluctant contact with Health and Social Services;</p>

Abuse	Definition	Includes....	Some of the key indicators
		<p>withholding aids, such as walking sticks or hearing aids.</p> <p>Denying social, religious or cultural contacts, or denying contact with the family;</p> <p>Leaving alone or unsupervised;</p>	<p>It is important to be aware that there may be many other reasons for any of these indicators in any given situation.</p> <p>Callers / visitors are refused access to the person;</p> <p>Prolonged isolation or lack of stimulation;</p> <p>Person who is not able to look after themselves is left unattended and so put at risk;</p> <p>Not being helped to the toilet when assistance is requested;</p>
<b>Financial</b>	The inappropriate use, misappropriation, embezzlement or theft of money, property or possessions.	<p>Theft, fraud or embezzlement of monies, benefits or goods;</p> <p>Exploitation or profiteering;</p> <p>Applying pressure in connection with wills, property or inheritance, or financial transactions;</p> <p>The abuse of influence, power or friendship to persuade a person to make gifts or change their will;</p> <p>Being charged excessive amounts for services such as minor building works on a property;</p>	<p>Unexplained loss of money;</p> <p>Missing personal belongings such as art, jewellery and silverware;</p> <p>Deterioration in standard of living, not having as much money as usual to pay for shopping or regular outings;</p> <p>Inability to pay bills, getting into debt;</p> <p>Sudden changes in a person's finances;</p> <p>Person unable to access their own money or check their own accounts;</p> <p>Cheques being signed or cashed by other people without someone's consent;</p> <p>Recent acquaintances expressing sudden or disproportionate interest in the person and their money;</p> <p>Reluctance on the part of the family, friends or the person controlling the person's funds to pay for necessary food, clothes or other items;</p> <p>Recent changes of deeds / title of home;</p> <p>Inappropriate granting and / or use of Power of Attorney;</p>

Abuse	Definition	Includes....	Some of the key indicators
			It is important to be aware that there may be many other reasons for any of these indicators in any given situation.
<b>Spiritual</b>	<p>The inappropriate use of religious belief or practice; coercion and control of one individual by another in a spiritual context; the abuse of trust by someone in a position of spiritual authority (e.g. a minister).</p> <p>The person experiences spiritual abuse as a deeply emotional personal attack.</p>	<p>Forcing religious ideas or practices onto people, particular those who may be vulnerable to such practices;</p> <p>Extreme pastoral interference in personal matters – reducing individual choice and responsibility;</p> <p>The misuse of scripture or power to control behaviour and pressure to conform;</p> <p>The requirement of obedience to the abuser, or the suggestion that the abuser has a “divine” position;</p> <p>Intrusive healing and deliverance ministries, which may result in people experiencing emotional, physical or sexual harm;</p> <p>The denial of the right of faith or opportunity to grow in the knowledge and love of God;</p> <p>Exclusion of people to the full range of church life (no arrangements for gluten-free wafers or non-alcoholic wine at Communion, or fear of involving those who are HIV positive);</p>	<p>Sudden change or creation of a will to benefit an individual significantly;</p> <p>It is often difficult for churches to identify spiritual abuse because its definition may be more an issue of personal interpretation of common practices in the church or denomination.</p> <p>Pastoral practices that ‘force’ people into accepting religious values or ideas;</p> <p>Confusion, and uncertainty of who, what or why they believe any more;</p> <p>Deeply scarred – emotionally, psychologically and spiritually;</p>

Abuse	Definition	Includes....	Some of the key indicators
<b>Discriminatory</b>	The inappropriate treatment of a person because of their age, gender, race, religion, cultural background, sexuality or disability.	Ageist, racist, sexist, or abuse based on a person's disability; Abuse linked to a person's sexuality; Harassment, slurs or similar treatment; Withholding services without proper justification, or lack of disabled access to services and activities.	It is important to be aware that there may be many other reasons for any of these indicators in any given situation.  Low self-esteem; Withdrawn; Anger; Person puts themselves down in terms of their gender, sexuality or disability; Abuse may be observed in conversations or reports by the person of how they perceive themselves.
<b>Institutional</b>	The mistreatment or abuse of an adult by a regime or individuals within an institution. It can occur through repeated acts of poor or inadequate care and neglect, or poor professional practice or ill-treatment.	The inability of an institution to safeguard people from emotional or even physical harm and neglect; Having fixed rules and routines by which people are controlled; People prevented from doing things that are their rights; No access to personal possessions or personal allowance;	Being routinely referred to in a condescending fashion; Disrespectful language and attitudes; Being spoken to or treated like a child; A person's privacy and dignity is routinely compromised; Failure to recognise the individuality of people and applying a 'one size fits all' approach to support; No evidence of support services care plans that focus on the individual's needs; Premises that are regularly understaffed;

## APPENDIX C - SAFEGUARDING FORMS

Please see the following three pages for the Safeguarding Forms.

The **Cause for Concern** form is for recording mild concerns that your team should be aware of or be attentive to.

Situations involving actual disclosures or specific suspicions of abuse should be written up on the **Safeguarding Action Form** as soon as possible. The Designated Safeguarding Lead should also be informed as soon as possible and always within 24 hours of any disclosure being made or concern raised.

This document can be downloaded and printed as many times as is necessary. It is suggested that the Designated Safeguarding Lead has some blank forms at the ready. If you decide to complete an electronic copy of the form, each box will expand automatically to accommodate your comments.

# SAFEGUARDING CAUSE FOR CONCERN FORM

**NOTE:** This form is for mild concerns that we as a team should be aware of or be attentive to. Situations involving actual disclosures or specific suspicions of abuse should be written up on the Safeguarding Action Form as soon as possible. The Designated Safeguarding Lead should also be informed as soon as possible.

Please write a brief account of the concern that you have. Please use factual statements in short sentences and separate out your concerns about the situation from the facts.

<b>Your Name:</b>	<b>Your Role:</b>
<b>Date of session:</b>	<b>Time:</b>
<b>Session type:</b>	
<b>Full name/s of person you are concerned about:</b>	
<b>Their date of birth (if known):</b>	
<b>What is your concern about this person?</b>	
<b>What action are you and/or the team proposing to take?</b>	
<b>Signed:</b>	<b>Dated:</b>

**Please ensure that this form is returned to the Designated Safeguarding Lead promptly.**

# SAFEGUARDING ACTION FORM

**NOTE: Safeguarding issues may arise in relation to Worth Unlimited participants of any age (children, young people and adults). This form may be used for all age groups.**

Please write an account of the situation on the form below. Please attach any handwritten notes and or use additional pages if necessary. Please use factual statements and separate out your concerns about the situation from the facts. Return this form to the Designated Safeguarding Lead as soon as possible. If you email it, you also need to ensure that you get hold of this person and actually speak to them to ensure they have received the form.

## About you:

<b>Your Name:</b>	<b>Your Role:</b>
<b>Date of session:</b>	<b>Time:</b>
<b>Session type:</b>	

## About the participant (child/young person/adult):

<b>Full Name:</b>	<b>Date of Birth (if known):</b>
<b>Home Address:</b>	
<b>School/college attended (if known &amp; applicable):</b>	
<b>What was going on in the session when this issue was raised? Where were you and the person? What time was it? Was anyone else hearing the conversation? What activity was taking place?</b>	

<b>What did you observe or what was discussed/disclosed?</b>	
<b>Do you have any additional concerns in addition to what the person told you?</b>	
<b>What action have you taken or are proposing to take?</b>	
<b>Signed:</b>	<b>Dated:</b>

**Please contact your Designated Safeguarding Lead as soon as possible to discuss this disclosure. Hanging on to this form for a week, or simply emailing it without speaking to the DSL is not acceptable.**

## APPENDIX D - USEFUL RESOURCES AND CONTACTS

There are a number of external organisations who specialise in supporting different aspects of life for adults at risk. For further information and expert advice please contact:

### Action on Elder Abuse

A specialist organisation that focuses on the issue of abuse towards to elderly.

Helpline: 0808 808 8141  
Website: [www.elderabuse.org.uk](http://www.elderabuse.org.uk)  
Address: PO Box 60001, Streatham, SW16 9BY

**Action on Hearing Loss** - (previously known as the Royal National Institute for the Deaf) A national voluntary organisation that provides information, training and awareness raising of deafness, hearing loss and tinnitus.

Helpline: 0808 808 0123  
Website: [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)  
Address: 19-23 Featherstone Street, London, EC1Y 8SL

### Age UK

National organisation offering advice and information on all aspects of elderly life.

Telephone: 0800 169 6565  
Website: [www.ageuk.org.uk](http://www.ageuk.org.uk)  
Address: Tavis House, 1-6 Tavistock Square, London, WC1H 9NA

### Alzheimer's Society

Provides information, support and guidance on Alzheimer's and other forms of dementia.

Helpline: 0300 222 1122  
Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)  
Address: Gordon House, 10 Greencoat Place, London, SW1P 1PH

### BUILD - Baptist Union Initiative with People with Learning Disabilities

A national, denominational body providing conferences, publications, advice and teaching materials for people with learning disabilities and their family and churches.

Website: [www.build-together.org.uk](http://www.build-together.org.uk)

### **Bullying UK**

Bullying UK is part of Family Lives, a charity supporting and helping people with issues that are a part of family life.

Telephone: 0808 800 2222

Website: [www.bullying.co.uk/cyberbullying](http://www.bullying.co.uk/cyberbullying)

### **CAADA - Coordinated Action Against Domestic Abuse**

A national organisation providing practical help and support for professionals and organisations working with domestic abuse victims.

Telephone: 0117 317 8750

Website: [www.caada.org.uk](http://www.caada.org.uk)

Address: 3rd Floor, Maxet House, 28 Baldwin Street, Bristol, BS1 1NG

### **Thirtyone:eight (previously known as CCPAS)**

Thirtyone:eight is an independent Christian safeguarding charity which offers training and resources for churches and a 24 hour helpline for all safeguarding issues and disclosures

Helpline: 0845 120 4550

Telephone: 01322 517817

Website: [www.ccpas.co.uk](http://www.ccpas.co.uk)

Address: PO Box 133, Swanley, Kent, BR8 7UQ

### **The Cybersmile Foundation**

A non-profit organisation trying to combat cyber abuse.

Website: [www.cybersmile.org](http://www.cybersmile.org)

### **DDC – Due Diligence Checking**

DDC supports organisations by providing criminal records services, training and advice. From 1 November 2015 they are the DBC checking organisation for BUGB.

Telephone: 0845 644 3298

Website: <http://www.ddc.uk.net>

Address: Due Diligence Checking Ltd, Meltongate House, 1282a Melton Road, Syston, Leicester, LE7 2HD

### **Disclosure & Barring Service (DBS)**

DBS carries out criminal records checks on employees and volunteers working with children, young people and adults at risk.

Telephone: 0870 90 90 811  
Email address: [customerservices@dbs.gsi.gov.uk](mailto:customerservices@dbs.gsi.gov.uk)  
Website: [www.gov.uk/government/organisations/disclosure-and-barring-service](http://www.gov.uk/government/organisations/disclosure-and-barring-service)

### **Independent Age**

A charity that provides advice and support for older people, their families and professionals on community care and other issues.

Telephone: 0800 319 6789  
Website: [www.independentage.org](http://www.independentage.org)  
Address: 18 Avonmore Road, London, W14 8RR

### **Livability**

Previously known as The Shaftesbury Society, it is a Christian charity working with disabled and disadvantaged people to help achieve social inclusion, empowerment and justice.

Telephone: 020 7452 2000  
Website: [www.livability.org.uk](http://www.livability.org.uk)  
Address: 50 Scrutton Street, London, EC2A 4XQ

### **MENCAP**

A national organisation that works in partnership with people with a learning disability, offering support, advice and advocacy services.

Telephone: 0808 808 1111  
Website: [www.mencap.org.uk](http://www.mencap.org.uk)  
Address: 123 Golden Lane, London, EC1Y 0RT

### **Mind**

Mental health charity offering advice and support for people in mental distress and their families.

Telephone: 0300 123 3393  
Email: [contact@mind.org.uk](mailto:contact@mind.org.uk)  
Website: [www.mind.org.uk](http://www.mind.org.uk)  
Address: 15-19 Broadway, London, E15 4BQ

### **Police**

If there is a serious danger that an adult at risk may be in imminent risk of harm then call the police. In an emergency, it is appropriate to dial 999. The police non-emergency number is 101.

### **Royal National Institute for the Blind (RNIB)**

A national voluntary organisation focusing on the needs of blind and partially sighted people. RNIB offers help with advice, aids and equipment.

Helpline: 0303 123 9999  
Website: [www.rnib.org.uk](http://www.rnib.org.uk)  
Address: 105 Judd Street, London, WC1H 9NE

### **The Relatives and Residents Association**

Gives advice and support to older people in care homes and their relatives and friends.

Advice line: 020 7359 8136  
Website: [www.relres.org](http://www.relres.org)  
Address: 1 The Ivories, 6-18 Northampton Street, London, N1 2HY

### **Respond**

Support and help for victims of abuse who have learning difficulties, and their families.

Telephone: 0808 808 0700  
Website: [www.respond.org.uk](http://www.respond.org.uk)

### **Samaritans**

The service provides emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

Helpline: 08457 90 90 90 (available 24 hours a day)  
Website: [www.samaritans.org](http://www.samaritans.org)

### **Scope**

A national charity that provides support, information and advice to people with disabilities and their families.

Telephone: 0808 800 3333  
Email: [helpline@scope.org.uk](mailto:helpline@scope.org.uk)  
Website: [www.scope.org.uk](http://www.scope.org.uk)

### **selfharmUK**

An online organisation that offers information, advice, support and training on the subject of self-harm. It is primarily focused on self-harming young people and those who work with them.

Website: [www.selfharm.co.uk](http://www.selfharm.co.uk)

### **Survivors UK**

Support for survivors of male rape or sexual abuse.

Email: [info@survivorsuk.org](mailto:info@survivorsuk.org)

Website: [www.survivorsuk.org](http://www.survivorsuk.org)

Address: Unit 1, Queen Anne Terrace, Sovereign Court, The Highway, London, E1W 3HH

### **Think U Know**

Resources and all the latest information about new technologies and sites children and young people are visiting.

Website: [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)

### **Through The Roof**

A Christian body to equip and train churches to make the church and its life fully inclusive of people with disabilities.

Website: [www.throughtheroof.org](http://www.throughtheroof.org)

Address: PO Box 353, Epsom, Surrey, KT18 5WS

### **Trading Standards**

If someone has experienced a situation where they feel they have been charged excessive amounts of money for services provided, or pressurised into buying something they did not want by unscrupulous traders, Trading Standards may be able to help.

Phone: 08454 040 506

Website: [www.tradingstandards.gov.uk](http://www.tradingstandards.gov.uk)

### **Victim Support**

Victim Support is the independent charity for victims and witnesses of crime in England and Wales.

Support line: 0808 16 89 111

Website: [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

### **Women's Aid**

A national charity working to end domestic violence against women and children. Supports a network of over 500 domestic and sexual violence services across the UK.

National Domestic Violence Helpline: 0808 2000 247

Website: [www.womensaid.org.uk](http://www.womensaid.org.uk)

Address: PO Box Bristol 391, BS99 7WS