

SAFEGUARDING ADULTS AT RISK POLICY & PROCEDURES

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1. Purpose

- 1.1 Some adults experience abuse and neglect more than others. This is because they have more difficulty safeguarding themselves from harm. For example, a person with autism may have no concept of money and as a result not realise if someone steals money from them. Our staff and volunteers have an important role in recognising, preventing and acting on this, or any other, kind of abuse.
- 1.2 This policy and procedure set out the role of all our staff and volunteers in safeguarding adults at risk. It explains how they can undertake this role. It sets out our internal operations for safeguarding adults at risk.
- 1.3 'Safeguarding means protecting a person's right to live in safety, free from abuse and neglect'. [Care Act 2014]
- 1.4 This policy and procedure should be read alongside the Surrey ["Safeguarding Adults Multi-Agency Policy and Procedures"](#)

2. Definitions

- 2.1 "The Trust" means Jigsaw Plus, Jigsaw Trust and Jigsaw Trading 2013 Limited (Café on the Park)
- 2.2 "Staff" - The term 'member of staff' applies to paid and unpaid workers, contractors and volunteers.
- 2.3 "Adult at risk" - The definition of an adult at risk under the safeguarding duties of the Care Act 2014 applies to an adult who has needs for care and support; is experiencing, or at risk of, abuse or neglect; as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.
- 2.4 "Abuse" - is usually carried out by people who are in a position of power, trust or authority, and can be perpetrated by a wide range of people including relatives and family members, neighbours, friends, professional staff, care workers, volunteers, or other learners.
- 2.5 The "No Secrets" definition of abuse: *"Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it".*
- 2.6 Further details about different types of abuse are in Appendix A.

3. Scope

- 3.1 The Support Services Director will appoint a senior member of staff to act as the Designated Safeguarding Leads (DSL).

Gemma Reeder and Jackie Charnock

- 3.2 The Support Services Director will also appoint another who in the absence of the DSL will act as deputy DSL (DDSL)

Lee Jackson

3.3 The Management Team will ensure that the following procedures are followed.

4. The Policy

4.1 The central aim of this safeguarding policy is to set out for all relevant parties the:

- principles and values underlying the Trust's approach to the safeguarding of its learners.
- ways in which the Trust does this
- steps taken to avoid abuse/harm taking place
- actions taken to deal with abuse/harm if it occurs.

4.2 The Trust believes that learners must be safeguarded from all forms of abuse/harm. It recognises that it must at all times protect its learners and identify and deal with specific instances of abuse/harm if they occur.

4.3 The Trust is always aiming for the very best quality of care and will not be satisfied with anything that falls short of this. It takes every possible action to prevent abuse/harm and to deal with it as promptly and effectively as possible if it occurs.

4.4 The Trust is committed to ensuring everyone in the organisation makes a positive contribution to individuals' wellbeing and recognises the right of every adult "To safety, free from abuse and neglect".

5. Principles

5.1 The following principles guide the Trust in safeguarding adults at risk.

- Everyone has the right to live free from abuse and neglect.
- Everyone has the right to be treated as an individual.
- Everyone has the right to be treated with respect and dignity, with a right to privacy.
- The Trust believes everyone should have choice and control over their lives, with as much independence as is possible, and will help people maintain confidence and positive self-esteem.
- We will not tolerate any kind of abuse to anyone, not least a vulnerable adult.
- We will help learners safeguard themselves from abuse and neglect.
- We will keep the interests of learners and carers at the centre of any safeguarding activity.
- Where we can, we will keep the wishes of our learners and carers at the centre of any safeguarding activity. We will involve learners in decision-making and investigations of abuse.
- We will make sure our learners and carers are aware of safeguarding adults at risk policies and procedures.
- Everyone at the Trust has a responsibility to prevent, recognise and act on abuse and neglect.
- We will make sure all staff and volunteers understand their role in relation to safeguarding adults.

- We will provide appropriate training and ensure staff are competent in preventing, recognising and acting on abuse and neglect.
- We will promote an organisational culture of openness, so that staff, volunteers, learners and carers can raise their concerns, and know that they will be listened to, without worrying that something bad will happen as a result.
- In cases of alleged or suspected abuse, any action will take into account and respond to individuals' race, culture, religion, gender, sexual orientation, disability and communication needs. If necessary, further advice may be sought to ensure sensitive and effective interventions and to ensure that key considerations are not overlooked.
- Individuals against whom an allegation has been made have the right to fair and unbiased treatment, and to be kept fully informed.

6. Procedures

6.1 Immediate Action in Response to Suspected or Alleged Abuse

- 6.1.1 If there is a risk of immediate harm then the member of staff should take themselves and where possible, the learner(s), out of danger and if necessary contact the emergency services (e.g. Police, ambulance, GP). The member of staff should never put themselves in danger.
- 6.1.2 Take any immediate action to make the person safe. If the situation is urgent, it may be necessary to immediately challenge the person who is abusing the individual, even though this may be difficult to do, and try to persuade him or her to stop whilst ensuring that personal safety is not compromised.
- 6.1.3 If a learner or carer reports abuse to a member of staff, they should listen carefully and reassure them that they are doing the right thing by raising their concern. They should remain calm and not look shocked. They must also explain that they have a duty to report the incident to a manager and their concerns may be shared with others who could have a part to play to protect them.
- 6.1.4 The member of staff should not investigate their suspicions or ask any leading questions but report them immediately to the JigsawPlus DSL to evaluate the seriousness of the situation. They should not make promises, breach confidentiality, be judgemental or jump to conclusions. In the absence of the JigsawPlus DSL reports should be made directly to the DDSL or Support Services Director. See section 7 for information on consent and information sharing.
- 6.1.5 The member of staff should not tell the suspected perpetrator any details of their concern.
- 6.1.6 As soon as a report has been made, the member of staff should write down as many details as possible about what they have been told or have witnessed, including where, when and what took place to cause them to suspect abuse. They should record the words of the adult as communicated to them. They should also log their own actions/response, and who was present at the time, together with dates and times of incidents. See Appendix B 'Safeguarding Vulnerable Adults Record of Observations and Concerns.

6.2 Action by DSL in Response to Abuse Report

- 6.2.1 On hearing a report of suspected abuse, the JigsawPlus DSL should listen carefully. S/he should reassure the member of staff that they have done the right thing by raising the alert.
- 6.2.2 Advise the member of staff on any immediate action needing to be taken to make the person safe.
- 6.2.3 Within 24 Hours the JigsawPlus DSL should:
- Consider the risk issues and action to be taken, and accurately record this assessment
 - If the incident is very minor, they should decide whether it can be investigated and dealt with internally
 - If the vulnerable adult expresses a wish for their concerns not to be pursued, then this should be respected wherever possible. However, decisions about whether to act in accordance with the person's wishes must take into account the level of possible risk both to the individual and others, and the capacity of the person to understand the decision to be made and its consequences, and whether an advocate might be necessary. It may be necessary to override their wish not to proceed, but such a decision and the reasons for it should be accurately recorded.
 - Report the incident to the Police if a criminal offence appears to have been committed
 - Refer to the Multi Agency Safeguarding Hub (MASH)
 - Consider internal disciplinary action including the need for suspension if it is suspected that a member of staff or volunteer has committed the abuse
 - Consider if a referral to DBS is necessary
 - Record reasons for any variation on timescales
 - Ensure that the Support Services Director is aware of all incidences
- 6.2.4 Potential on-going action for the organisation
- Participate in Police and/or Trust investigation
 - Attend Strategy Meeting, Case Conference and Review meetings as required
 - Ensure liaison between Police and Human Resources
 - Continue internal management investigation and seek HR advice on implications of employment legislation including DBS
 - Ensure staff member(s) implicated in the alleged abuse receive(s) necessary support
- 6.2.5 Surrey Safeguarding Adults Board (SSAB) are the lead agency in the coordination of safeguarding investigations. Please refer to Surrey Safeguarding Adults Board Policy and Procedure, Section 2 – Safeguarding Adults Procedures for detailed information about the Safeguarding Adults investigation.
- 6.2.6 Other organisations may also be involved in the investigation of safeguarding cases:
- A police investigation will usually take place where a crime is thought to have been committed

- Provider organisations may be asked by SSAB to lead set parts of the investigation

6.3 Reporting a Safeguarding Issue to Surrey Adult Services

6.3.1 If you see something happen, and/or if someone tells you that something has happened or is happening to them which could be abuse, you must do the following:

- In an emergency call 999 (i.e. a serious incident, someone is in need of medical attention, or a crime may have occurred)
- Contact the DSL/DDSL or if they are unavailable your line manager
- The JigsawPlus DSL/DDSL or Director of Support Services must report your concerns to Surrey Safeguarding Adults Board (SSAB) immediately

6.3.2 The following is a list of the kinds of questions SSAB staff will ask when you raise an alert. You do not need to have all this information to hand - this is just to prepare you for the kinds of questions you are likely to be asked:

- name of your organisation
- your name and contact details
- name, contact, date of birth, gender, ethnicity of the person you are calling about (if not already on the social services system) plus principal language, any disability or communication issues
- contact details of GP
- contact details of significant relatives and friends
- where, how and when you found out about the alleged/suspected abuse
- where the alleged abuse is said to have taken place
- whether the person is a Surrey resident
- whether the person knows you are raising an alert
- whether anyone else knows you are raising an alert
- any actions you or your organisation have taken to protect the person
- whether the adult is at risk of immediate harm
- whether there are any other people (children/other vulnerable adults) at risk
- whether the person has the mental capacity to make his or her own safeguarding decisions
- when the suspected abuse took place
- details of the suspected abuse: what kind of abuse, how many times it happened and any further details
- whether the police have been informed
- the alleged perpetrator's contact details: name, address, gender, age
- the relationship between the adult at risk and the alleged perpetrator
- whether the alleged perpetrator lives with the adult at risk
- whether the alleged perpetrator is the adult at risk's main carer

See [Appendix 1](#) – Reporting a Safeguarding Issue Flowchart

See [Appendix 2](#) – Safeguarding Concern Flowchart

7. Consent and Information Sharing

- 7.1 There are cases where the adult concerned will refuse their consent for the police or social services to be contacted, for any safeguarding action to be taken, or for their information to be shared with another agency.
- 7.2 The adult has the right to make their own decision and express a wish for concerns not to be pursued. Their wishes should be respected wherever possible, but there are times when their wishes can be overridden.
- 7.3 Consideration will need to be given to other factors such as the seriousness and pervasiveness of the abuse; the ability of the individual to make decisions; the effect of the abuse on the individual in question, and on others; whether a criminal offence has occurred; and whether there is a need for others to know (e.g. to protect others who may not be involved in the immediate situation).
- 7.4 Where this is the case, the adult should be made aware of the risks involved in their decision, be told that they can change their mind at any point and given information about services that could help reduce the risk. Their refusal to consent must also be clearly recorded. If a decision is then made to take the case forward, this must be clearly explained and recorded.
- 7.5 Any member of staff must report suspected abuse to the JigsawPlus DSL, even if the adult has refused their consent. The JigsawPlus DSL will then take the decision whether or not to apply the exceptions below.
- 7.6 Exceptions:
 - where a person is assessed as not having the ‘mental capacity’ to make this decision, appropriate representatives/advocates should be consulted. However, in such cases it is the final decision of the manager and/or statutory authorities involved.
 - where a crime has taken place and there is an overriding public duty for the police to investigate
 - where other adults at risk and/or children may be at harm from the person/group/agency suspected of causing abuse
 - where gaining the adult’s consent would place them at further risk
 - where the adult is at serious risk of harm – this decision should only be taken with multi-agency agreement that this is in the adult’s best interests.
- 7.7 Decisions about sharing information must be clearly recorded with reasons clearly stated. Decisions about sharing information must be openly and explicitly discussed at every stage.
- 7.8 The General Data Protection Regulation sets out a framework to enable the lawful sharing of information. Adults have a general right to independence, choice and self-determination including control over information about themselves and their privacy. In the context of adult safeguarding these rights can be overridden in certain circumstances. If the information is confidential, but there is a safeguarding concern,

sharing it may be justified. Refer to the GDPR Data Protection Policy for more information about data and information sharing.

8. Confidentiality and Recording

- 8.1 Organisations should refer to the Surrey's Multi-Agency Safeguarding Hub (MASH) and local guidance on issues of confidentiality, if necessary ensuring they participate in training which covers such issues.
- 8.2 All staff must keep accurate records with due regard for confidentiality.
- 8.3 All documentation will be kept in line with the organisation's policy and procedure on record keeping.

9. Monitoring

- 9.1 Information about safeguarding cases and how they were dealt with should be reported on regularly. Areas to focus on include:
 - how quickly the concern was reported to the manager
 - how quickly an alert was made to the police/social services
 - quality of information recorded internally
 - quality of input into safeguarding process (feedback from police/social services team)
 - outcomes of safeguarding process
 - whether any incidents highlighted training issues or a need to amend in-house procedures

10. Roles & Responsibilities

10.1 All Employees

- 10.1.1 All staff and volunteers have a key role in preventing abuse or neglect occurring and in taking action when concerns arise.
- 10.1.2 Everyone, both paid employees and volunteers, within the Trust has a responsibility to:
 - participate in appropriate safeguarding training and understand what abuse is
 - promote the safety of learners
 - listen carefully to vulnerable adults and their carers
 - prevent, recognise and act on abuse
 - be aware of and act in accordance with the organisation's safeguarding adults at risk policy and procedures
 - understand their role in responding to and reporting suspected abuse and take appropriate action in line with this policy wherever abuse is suspected
 - call on emergency services appropriately where there is immediate danger

10.2 JigsawPlus DSL

- 10.2.1 The DSL is responsible for:

- developing and reviewing policy and procedures, annually and as required, relating to safeguarding adults at risk.
- ensuring there are enough resources for safeguarding adults at risk activities, e.g. for training
- ensuring he/she attends regular training updates
- ensuring all staff receive appropriate safeguarding adults at risk training
- ensuring decisions taken by the organisation take safeguarding adults at risk into account
- overseeing all safeguarding activities within the organisation
- overseeing serious safeguarding adults at risk cases concerning the organisation
- reporting on all issues relating to the safeguarding of adults at risk to the Director of Support Services and the Trustees
- ensuring a quick response to allegations of abuse and that action is taken to result in a positive outcome for the learner
- gathering and recording all information, discussions and decisions relating to an alleged abuse
- keeping accurate records of all incidents/concerns
- the referral of cases to relevant agencies such as SSAB or the Police when necessary
- contributing to safeguarding adults at risk investigations including Serious Case Reviews
- ensuring services or activities take place in a safe environment for adults at risk
- ensuring that staff are aware of the safeguarding adults at risk policy and procedures
- ensuring staff are aware of how to respond in cases of alleged abuse
- encouraging staff to raise alerts and support them when they do
- providing support to staff or volunteers who are being investigated in relation to an allegation of abuse

10.2.2 In the absence of the DSL, the DDSL and Team Leaders will cover the responsibilities listed.

10.3 Director of People

10.3.1 Responsibilities include to:

- Make sure recruitment processes for both staff and volunteers are safe, including: DBS check; professional registration where appropriate; satisfactory written references; and, satisfactory explanations for employment gaps.
- Ensure that people deemed unsuitable to work with adults at risk are reported to the DBS
- Make sure that, where appropriate, job descriptions include safeguarding adults at risk responsibilities

10.4 Director of Support Services & Trustees

10.4.1 Responsibilities include to:

- monitor updated policies on an annual basis and to review safeguarding reports
- monitor the role and performance of the Designated Safeguarding Lead and Deputy Designated Safeguarding Lead with regards to their safeguarding responsibilities
- ensure they are aware of current legislation and responsibilities and that their own training in these areas is up to date

11. Human Resources

11.1 Recruitment & Selection

11.1.1 The Trust has a responsibility to carefully recruit, select and vet staff and volunteers. This includes taking up written references and DBS checks. For further information, please refer to the Recruitment Policy.

11.2 Staff Training and Competency

11.2.1 All operational staff must attend the organisation's Safeguarding Adults at Risk core training which is carried out during their initial three-month induction period. Other training, including refresher training is provided as required.

11.2.2 All bank and temporary staff are to read Jigsaw's Safeguarding Adults at Risk overview

11.2.3 The JigsawPlus DSLs and DDSL and senior managers must attend relevant core training, e.g., on Investigating Incidents.

11.2.4 All people within the organisation who are involved in service delivery, whether they are paid employees, volunteers or students, should be alert to the possibilities of abuse or neglect of adults at risk and be aware of local procedures and know the names and contact details of relevant local and national professionals and organisations and where possible they should participate in basic safeguarding adults at risk training.

11.2.5 Where available and appropriate, staff should attend local adult protection team training to help to raise awareness of local practice and procedures and also to develop working relationships.

12. Linking with Other Standard Processes & Policies

12.1 Where appropriate, safeguarding adults at risk procedures should be integrated into or linked to other standard processes and policies within the organisation, such as:

- Initial and ongoing assessment
- Support and care planning
- Person centred planning and positive risk taking
- Risk assessment and management
- Whistle-blowing
- Complaints
- Moving and handling
- Serious untoward incidents/Critical Incident Reviews

- Health and Safety
- Challenging Behaviour
- Personal and intimate care
- Bullying and harassment
- Sexuality and relationships
- Handling learners' money/belongings
- Advocacy
- Equality and Diversity
- HR including: recruitment, DBS checks, supervision and appraisal system, disciplinary procedures
- Record keeping
- Information sharing
- GDPR
- IT security

13. Policy Review

- 13.1 This policy will be updated as necessary to reflect best practice and to ensure compliance with any changes or amendments to relevant legislation.
- 13.2 This policy was last reviewed in February 2021

14. Version History

No.	Date	Amendment
1.1		
1.2	August 2019	No changes
1.3	March 2020	Policy name changed to "Safeguarding Adults AT RISK", and references to adults changed to include term "at risk". Second deputy DSL added (GR). "Clients" now referred to as "Learners" "Adult Services Director" changed to "Support Services Director"
1.4	February 2021	Updated titles in roles relevant to the policy, i.e., DSL, DDSL Reference to CEO redirected to Support Services Director Head of HR changed to Director of People Many references to "vulnerable adults" changed to "adults at risk"

15. Related Legislation & Guidance

Document	Location
Mental Capacity Act (MCA) 2005 The MCA and MCA Code of Practice provides a legal framework for acting or making decisions on behalf of individuals who lack mental capacity to make particular decisions for themselves. The MCA is of central importance in delivering health care as it is the statute that sets out patients' rights to make decisions about their care and treatment, balancing this with the right to be protected from harm, and requiring others to act in the patient's 'best interests' where they lack capacity for a particular decision.	
ADASS 'Safeguarding Adults: A National Framework of Standards for good practice and outcomes in adult protection work' (February 2010)	
Equality Act 2010 - provides protection from direct or indirect discrimination; harassment and victimisation for people with a 'protected characteristic' that relate to: disability, gender reassignment, pregnancy and maternity, race, religion belief or non-belief, sex, sexual orientation and age.	
Care Act 2014 – Makes provision for safeguarding adults from abuse and neglect, setting out the legal obligations placed on the statutory organisations. The provisions within this Act replace the No Secrets (2000) Guidance.	
Surrey Safeguarding Adults Board Multi-Agency Procedures, Information and Guidance Section 2 – Safeguarding Adults Procedures	
Social Care Institute for Excellence (SCIE)	https://www.scie.org.uk/safeguarding

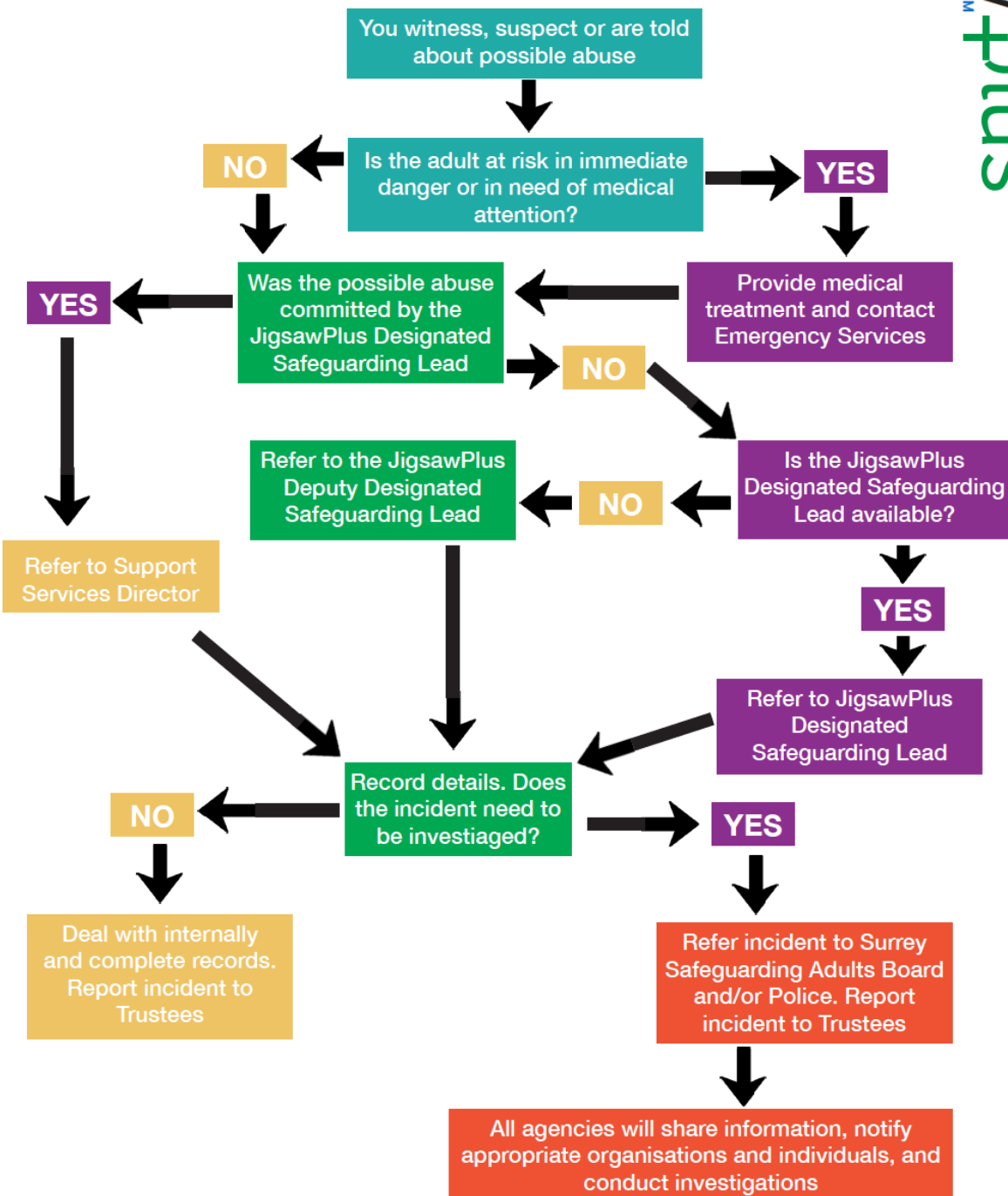
16. Related Internal Documentation

Document	Electronic Copy Location
Behavioural Support Policy & Procedures	Common / Policies / Plus
Risk Assessment Policy & Procedures	Common / Policies / Plus /
Whistleblowing Policy	Common / Policies / Trust / HR
Complaints Policy & Procedures	Common / Policies / Plus
Health & Safety Policy	Common / Policies / Trust / Operations
Personal Care Policy & Procedures	Common / Policies / Plus
Safe and Positive Touch	Common / Policies / Plus
Anti-Bullying Policy	Common / Policies / Plus
Handling Clients' Money Procedures	Common / Policies / Plus
Equality & Diversity Policy	Common / Policies / Plus

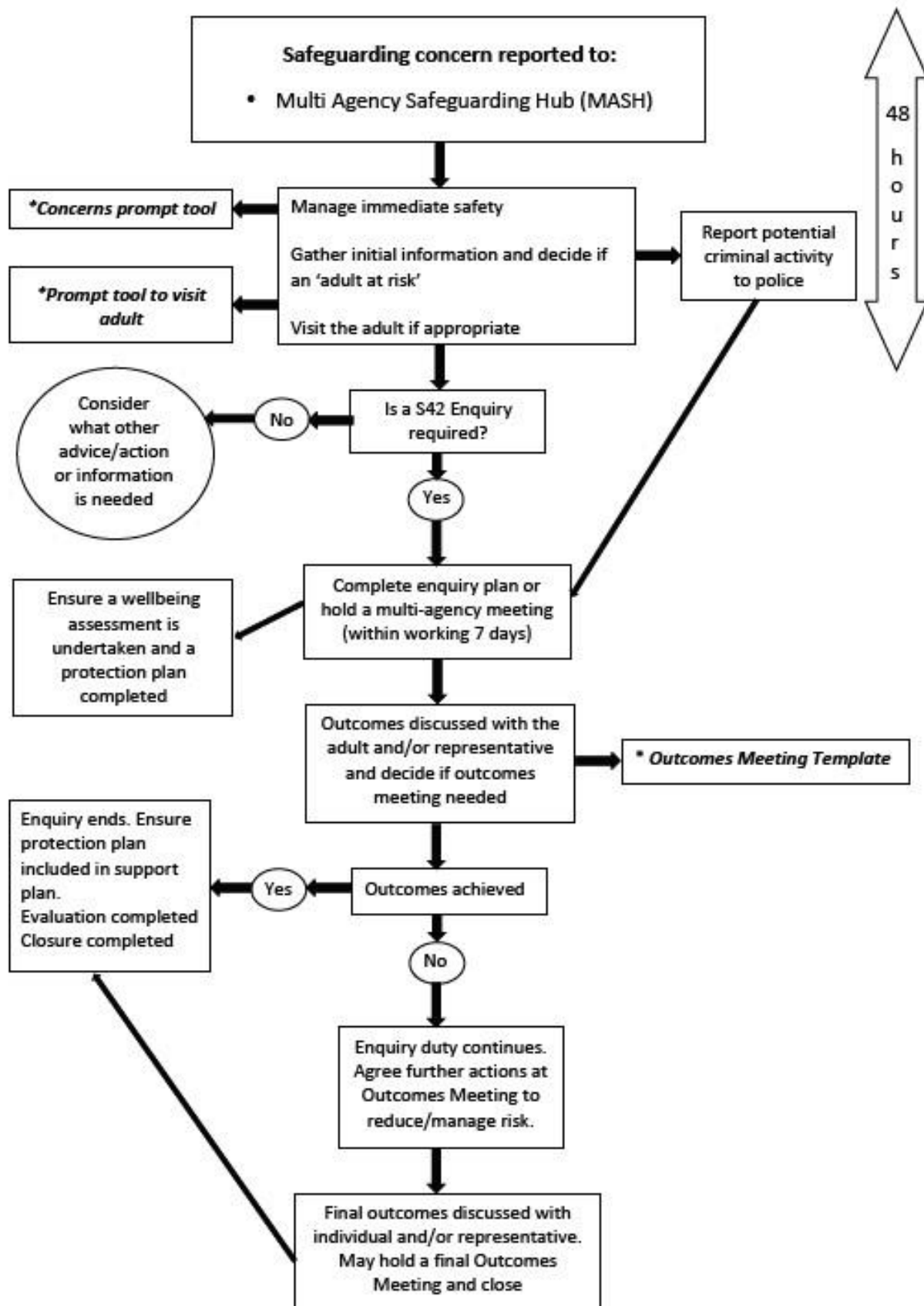
APPENDIX 1 - Reporting a Safeguarding Issue Flowchart

RAISING A SAFEGUARDING CONCERN ABOUT AN ADULT

Safeguarding Team	Jackie Charnock	Designated Safeguarding Lead (DSL)
	Gemma Reeder	Designated Safeguarding Lead (DSL)
	Lee Jackson	Deputy Designated Safeguarding Lead (DDSL)



APPENDIX 2 - Safeguarding Concern Flowchart



APPENDIX 3 - Recognition and Indicators of Adult Abuse



Types and indicators of abuse

Different forms of abuse and the signs

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

The [Care and support statutory guidance](#) identifies the following ten types of abuse.

Physical abuse

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate or unlawful use of restraint
- Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of medication (e.g. over-sedation)
- Forcible feeding or withholding food
- Unauthorised restraint, restricting movement (e.g. tying someone to a chair)

Signs of physical abuse

- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person

- Signs of malnutrition
- Failure to seek medical treatment or frequent changes of GP

Domestic violence or abuse

Domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this briefing relating to:

- psychological
- physical
- sexual
- financial
- emotional.

Signs of domestic violence or abuse

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

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

Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:

- acts of assault, threats, humiliation and intimidation
- harming, punishing, or frightening the person
- isolating the person from sources of support
- exploitation of resources or money
- preventing the person from escaping abuse
- regulating everyday behaviour.

Sexual abuse

- Rape, attempted rape or sexual assault
- Inappropriate touch anywhere
- Non- consensual masturbation of either or both persons
- Non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth
- Any sexual activity that the person lacks the capacity to consent to
- Inappropriate looking, sexual teasing or innuendo or sexual harassment
- Sexual photography or forced use of pornography or witnessing of sexual acts
- Indecent exposure

Signs of sexual abuse

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- Torn, stained or bloody underclothing
- Bleeding, pain or itching in the genital area
- Unusual difficulty in walking or sitting
- Foreign bodies in genital or rectal openings
- Infections, unexplained genital discharge, or sexually transmitted diseases
- Pregnancy in a woman who is unable to consent to sexual intercourse
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Incontinence not related to any medical diagnosis
- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships
- Fear of receiving help with personal care
- Reluctance to be alone with a particular person

Psychological or emotional abuse

- Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends
- Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance
- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy
- Preventing stimulation, meaningful occupation or activities
- Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse
- Addressing a person in a patronising or infantilising way
- Threats of harm or abandonment
- Cyber bullying

Signs of psychological or emotional abuse

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

Financial or material abuse

- Theft of money or possessions
- Fraud, scamming
- Preventing a person from accessing their own money, benefits or assets
- Employees taking a loan from a person using the service
- Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions

- Arranging less care than is needed to save money to maximise inheritance
- Denying assistance to manage/monitor financial affairs
- Denying assistance to access benefits
- Misuse of personal allowance in a care home
- Misuse of benefits or direct payments in a family home
- Someone moving into a person's home and living rent free without agreement or under duress
- False representation, using another person's bank account, cards or documents
- Exploitation of a person's money or assets, e.g. unauthorised use of a car
- Misuse of a power of attorney, deputy, appointeeship or other legal authority
- Rogue trading – e.g. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship

Signs of financial or material abuse

- Missing personal possessions
- Unexplained lack of money or inability to maintain lifestyle
- Unexplained withdrawal of funds from accounts
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
- Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
- The person allocated to manage financial affairs is evasive or uncooperative
- The family or others show unusual interest in the assets of the person
- Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA
- Recent changes in deeds or title to property
- Rent arrears and eviction notices
- A lack of clear financial accounts held by a care home or service
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person
- Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house
- Unnecessary property repairs

Modern slavery

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

Signs of modern slavery

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

Discriminatory abuse

- Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as '[protected characteristics](#)' under the [Equality Act 2010](#))
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic

Signs of discriminatory abuse

- The person appears withdrawn and isolated
- Expressions of anger, frustration, fear or anxiety

Signs of organisational abuse

- The support on offer does not take account of the person's individual needs in terms of a protected characteristic

Organisational or institutional abuse

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately
- Interference with personal correspondence or communication
- Failure to respond to complaints

Signs of organisational or institutional abuse

- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities

- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support

Neglect and acts of omission

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity

Signs of neglect and acts of omission

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction
- Inappropriate or inadequate clothing

Self-neglect

- 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

Signs of self-neglect

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

Signs of self-neglect

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

APPENDIX 4 - Key Telephone Numbers & Contact Information

Many of these organisations have a vital role to play in protecting vulnerable adults.

Adult Services

Surrey Multi Agency Safeguarding Hub (MASH)

Telephone: 0300 470 9100 Monday to Friday 9am – 5pm
Address: MASH for Adults, Pavilion 3, Millmead House, Millmead
Guildford, Surrey, GU2 4BB
Email: ascmash@surreycc.gov.uk
MASH secure email: mash@surreycc.gcsx.gov.uk (egress)

Emergency Duty Team (Out of Hours Service)

Telephone: 01483 517898
Email: edt.ssd@surreycc.gov.uk

Further advice and information regarding Safeguarding Adults can be found on the Surrey County Council Web site on: www.surreycc.gov.uk

Emergency

If you think a crime has taken place:

Surrey Police 0845 125 2222 (call then ask for relevant public protection unit) or if someone is injured, call 999

Disclosure & Barring Service

DBS customer services Helpline: 0870 90 90 811

PO Box 110
Liverpool L69 3JD

customerservices@dbi.gsi.gov.uk

<https://www.gov.uk/government/organisations/disclosure-and-barring-service>