

SAFEGUARDING ADULTS POLICY

VERSION CONTROL

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1.0 About this policy

This policy sets out the approach of Changing Pathways (CP) to dealing with the protection and safeguarding of vulnerable adults.

2.0 Related policies & procedures

The policy should be read in conjunction with Southend, Essex, Thurrock (SET) Safeguarding Guidelines.

2.1 CP Policies and Procedures

- Anti -Bullying and Harassment (Employee Handbook)
- Code of Conduct
- Complaints and Comments
- Confidentiality & Data Protection
- Disciplinary and Grievance
- Equality & Diversity
- Case Management
- Recruitment and Selection
- Safeguarding Children
- Training and induction
- Volunteers Policy
- Whistleblowing (Employee Handbook)

3.0 Policy Statement

CP believes that everyone has the right to live a life that is free from harm and abuse.

- a) CP is committed to keeping clients, staff and volunteers safe and free from harm and believes that everyone has a duty to ensure the welfare of service users. Concerns about the safety or wellbeing will not be ignored.
- b) CP is committed to the principles outlined in the SET Adult Safeguarding Board's Policies & Procedures the areas in which CP provides services.
- c) CP understands that they have the responsibility to follow the 6 safeguarding principles enshrined in the [Care Act 2014](#) that underpin all adult safeguarding work. These are:
 - Empowerment –Ensuring people are supported and encouraged to make their own decisions based on informed consent;
 - Prevention –To take action before harm occurs;
 - Proportionality-Taking the least intrusive appropriate response to the risk;
 - Protection- Support and representation for those in greatest need;
 - Partnership- Forming partnership to develop local solutions through working with local services;
 - Accountability- Ensuring accountability and transparency in safeguarding practice.

4.0 Roles and Responsibilities

The purpose of this document is to ensure that any allegations of abuse are effectively managed, and that staff and volunteers fully understand their duty to act if they suspect or know that abuse is occurring.

4.1 The Board

The Board of Trustees has a legal responsibility and moral duty to ensure that vulnerable adults are safeguarded from all forms of abuse whilst in receipt of CP services and support.

They will ensure that:

- a) **There is a designated Safeguarding Champion on the Board?**
- b) Safeguarding incidents or incidents of “failure to act” are regularly reported to the Board.
- c) Safeguarding arrangements within CP are regularly monitored, reviewed and reported to the Board.
- d) Risk is identified and managed and changes are reported to the Board.
- e) All trustees and all those involved in the delivery of services are subject to vetting through the Disclosure and Barring Service (DBS) or police checks appropriate to their role as outlined in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.
- f) All trustees, staff and volunteers are provided with appropriate, effective and regular training enabling them to recognise, respond to and report safeguarding concerns.
- g) Ensure that records and reports are stored securely and in accordance with relevant legislation.
- h) Will report to the Charity Commission if:
 - A beneficiary has been, or is alleged to have been, abused or mistreated by someone employed by or closely connected with CP.
 - There has been an incident where someone was abused or mistreated, and this was related to the activities of CP.
 - There has a breach of procedures which put a beneficiary at risk, including the failure to carry out criminal record checks which would have identified an individual who was prohibited from working with children or vulnerable adults.

4.2 Chief Executive Officer

The CEO of CP is responsible for the operational implementation of CP' Safeguarding Adults Policy and Procedures. The CEO may delegate duties and responsibilities to Senior Managers and Supervisors to ensure full implementation of the policy within their respective areas.

The CEO will ensure that:

- a) Safeguarding systems are established and maintained to report safeguarding concerns.
- b) Effective training is identified, programmed and carried out regularly.
- c) Persons designated with specific responsibilities for safeguarding are trained and competent and are provided with the resources to ensure the implementation of this policy.
- d) They are personally aware of their safeguarding duties and responsibilities not only as the CEO, but as a manager and employee and that these obligations are fulfilled.
- e) They alert the trustees and/or commissioners to any safeguarding allegations relating to employees, volunteers, patrons or anyone closely connected with the activities of CP.
- f) They alert trustees if there is a breach of procedures which puts beneficiaries at risk, including a failure to carry out criminal record checks which would have identified an individual that was prohibited from working with children or vulnerable adults.

4.3 Managers

Managers are responsible for ensuring that safeguarding concerns are reported appropriately within their designated projects and will ensure that the safeguarding of vulnerable adults is recognised as everyone's business.

Managers will ensure:

- a) That all employees and volunteers are provided with necessary and appropriate information, instruction, training and supervision to ensure that they can effectively safeguard the people they support.
- b) That all employees follow adult's safeguarding arrangements and procedures.
- c) Effective reporting and appropriate level of investigation into any safeguarding incidents and allegations, ensuring appropriate action and follow up.
- d) They are aware of their safeguarding responsibilities and duties as individuals and employees.
- e) That any breach of procedure or allegation against a staff member is reported to the CEO.

4.4 Staff and Volunteers

All staff, including relief, casual and temporary employees and volunteers have an obligation to help safeguard adults.

Employees should:

- a) Ensure they are familiar with all safeguarding procedures.
- b) Follow all safeguarding processes and instructions.
- c) Report all incidents and concerns in accordance with this policy.
- d) Advise their manager of any incidents and concerns in accordance with this policy.
- e) Attend and participate in any training courses and updates arranged for them.

4.5 General

Everyone involved in the delivery of services at CP, including trustees, staff and volunteers has a duty to disclose to the CEO / Chair any safeguarding alerts that have been raised about them. This includes cases where criminal investigations are taking place.

5.0 Training and Support

- a) All staff, volunteers and Board members will receive training that is appropriate for their role and will be expected to act in accordance with these procedures.
- b) All staff and volunteers are required to complete local Safeguarding training. Staff may be required to attend training regarding specific safeguarding issues. Staff will be informed when this is available and may be requested to attend if appropriate to their role.
- c) Safeguarding refresher training should be undertaken at least every two to three years in accordance with local Adult Safeguarding Board/Partnership recommendations.
- d) To ensure the most appropriate response to safeguarding issues, staff and volunteers should discuss all safeguarding concerns with their line manager or in their absence, another manager or member of the Senior Management team.

6.0 Definitions

Vulnerable adults are those who are 18 years or over who:

- Have needs for care and support (whether or not the local authority is meeting any of those needs)
- Is experiencing or at risk of abuse or neglect and

- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

CP recognises that vulnerability is not 'fixed' and that individuals can become vulnerable due to the actions of others or due to a change in their condition or circumstances. Being a victim of domestic abuse does not necessarily mean a person is vulnerable and requires safeguarding procedures to be initiated, however domestic abuse can increase risk where other vulnerabilities exist.

A key concept in adult safeguarding work is 'Significant Harm'. The impact of harm upon a person will be individual and depend upon each person's circumstances and the severity, degree and impact or effect of this upon that person. The concept of "Significant Harm" is therefore relative to each individual concerned.

Abuse can take many different forms and can comprise of a single, or repeated acts. [The Care Act 2014](#) identifies the following main types of abuse:

6.1 Physical Abuse

- a) Physical abuse occurs when somebody inflicts injuries or knowingly does not prevent them.
- b) Examples of physical abuse include hitting, shaking, kicking, throwing, smacking, hair pulling, burning, biting, choking, poisoning, mutilating, suffocating, drowning, restraint or inappropriate physical sanctions.

6.2 Sexual Abuse

- a) Sexual abuse involves forcing or encouraging someone to take part in sexual activities or sexual acts to which they have not consented. Sexual abuse typically involves a misuse of power that may be based on differences in age, intellect, physical strength or understanding and may involve bribes and threats.
- b) Sexual abuse may include inappropriate touching or genital stimulation as well as penetrative acts such as rape, anal rape or digital penetration.

6.3 Psychological Abuse

Psychological abuse includes:

- a) Deliberate or unintentional actions or lack of action which cause emotional harm or distress to the vulnerable adult. This could include:
- threats of harm or abandonment,
 - intentionally ignoring someone
 - threats
 - deprivation of contact, humiliation,
 - blaming,
 - controlling,
 - intimidation,
 - coercion,
 - harassment,
 - verbal abuse and
 - unjustified withdrawal of services or supportive networks

6.4 Exploitation

- a) Either opportunistically or premeditated unfairly manipulating someone for profit or gain. This could be criminal or sexual exploitation in exchange for drugs, food, shelter, protection or money.
- b) Vulnerable adults can be exploited through 'Cuckooing' Cuckooing is when professional criminals target the homes of vulnerable adults so they can use the property for drug-dealing and other criminal activities. These criminals are very selective about who they target as 'cuckoo' victims often choosing the most vulnerable, taking over their homes and in some cases forcing the victim to leave.

6.5 Neglect (and acts of omission)

- a) Neglect is the severe or persistent failure to meet the essential needs of a vulnerable adult including ignoring medical or physical care needs. For example; not obtaining hearing, walking or other aids when a person needs them
- b) Failure to provide access to appropriate stimuli, health care, support and educational services
- c) The withholding of medication, not providing adequate nutrition, failing to provide sufficient food or drink or adequate heating etc.

6.6 Financial or Material Abuse

- a) Includes theft, fraud, exploitation or coercion in relation to an adult's financial affairs and arrangements including in connection with wills,

property inheritance or financial transactions, or the misuse or misappropriation of property benefits or possessions.

- b) Financial abuse also includes limiting access to money or other resources, or by forcing all financial responsibility onto their victim while limiting their ability to provide this.
- c) Financial abuse is an aspect of 'coercive control' – a pattern of controlling, threatening and degrading behaviour that restricts a victim's freedom.
- d) Financial abuse may continue after a relationship has ended.

6.7 Discriminatory Abuse

- a) Discriminatory abuse is about treating someone unfairly because they are different.
- b) The abuse may be linked to a person's age, culture, gender, sexual orientation or disability
- c) Discriminatory abuse may be classed as a Hate Crime. A Hate Crime is any incident motivated by the hostility or prejudice, based upon one or more identifying factors which may be perceived or real (Home Office 2012)

6.8 Institutional or Organisational Abuse

- a) This includes neglect and poor practice in care settings.
- b) It can come from rules, norms, routines and cultural practices which have an adverse effect on the care and wellbeing of people it is often connected to other types of abuse.
- c) This is not to be confused with Deprivation of Liberty Safeguards (DoLS). DoLS are the procedures prescribed in law when it is necessary to deprive a resident of a hospital or care home of their liberty. DoLS may be used when the individual lacks the capacity to consent to their care or treatment in order to keep them safe from harm. DoLS will be replaced by Liberty Protection Safeguards in 2020, where the remit may be widened to include domestic situations (people being cared for at home).

Other types of abuse include those below (although this list is not exhaustive). In the event of these forms of abuse being identified through your work around domestic abuse, they should be dealt with through other CP and local safeguarding policies and procedures including our Support Planning Procedures. Please refer to IDAS policies and procedures

and your local safeguarding board websites for local information and guidance.

6.9 Child/Adolescent to Parent Violence and Abuse (CAPVA)

- a) Child/Adolescent to Parent Violence and Abuse is sometimes referred to as Adolescent to Parent Violence (APV) or Child to Parent Violence (CPV). There is currently no legal definition of Child/Adolescent to Parent Violence and Abuse (CAPVA) however, it is increasingly recognised as a form of domestic abuse and involves the use of power and control.
- b) Children or young people may display physical violence towards their parent or carer and several other types of abusive behaviour, including damage to property, emotional abuse, and economic/financial abuse.
- c) If the young person is above the age of 16 it would come under the Government's definition of domestic abuse.
- d) CAPVA is both an adult and child safeguarding concern. Not only is the parent at risk of harm caused by violence and abuse, their capacity to "parent" may be compromised leaving the child or young person at risk of other forms of harm.

6.10 Honour Based Violence/Forced Marriage (HBV/FM)

- a) HBV is a crime or incident, which is committed or instigated by family or community members who claim that the behaviour or actions of the victim has caused 'dishonour'. It is sometimes referred to in the context of "Izzat" which means dignity, honour and respect.
- b) Violence or abuse is motivated by the perceived need to restore status in a community which is presumed to have been lost by the actions or behaviour of the victim. HBV has the potential to be both a domestic abuse incident and a child abuse and is a safeguarding concern.
- c) A forced marriage, which is a form of HBV, is where one, or both people do not, or in cases of people with learning disabilities, cannot, consent to the marriage, and pressure or abuse is used to force the union.
- d) Forced marriage is recognised in the UK as a form of abuse and a serious abuse of human rights.
- e) A forced marriage should not be confused with an arranged marriage. An arranged marriage is one where the prospective spouses may choose whether they wish to accept the union or not and no pressure is applied to persuade either party.

6.11 Female Genital Mutilation

- a) The World Health Organisation defines Female Genital Mutilation (FGM) as “all procedures (not operations) which involve partial or total removal of the external female genitalia or injury to the female genital organs whether for cultural or other non-therapeutic reasons.
- b) FGM is a form of abuse and violence against women and girls, a serious public health risk and a human rights issue. It is illegal in the UK to subject a girl or woman to FGM.

6.12 Extremism and Radicalisation

- a) Radicalisation is the process by which an individual or group adopt extreme political, religious or societal views and is associated with hate crime and terrorism.
- b) Protecting vulnerable adults from the risk of radicalisation forms part of our wider safeguarding duty.

6.13 Human Trafficking and Modern Day Slavery

- a) Human trafficking is the modern day form of slavery. It is the illegal movement and trade of people for sexual or criminal exploitation, domestic servitude.
- b) Although human trafficking often involves an international cross border element, it is becoming more common in the UK, with vulnerable adults being transported from one location to another for the purpose of exploitation.

6.14 Criminal Exploitation: County Lines

- a) County lines is a major cross cutting issue involving drugs, gangs, violence criminal and sexual exploitation, modern slavery and missing persons.
- b) County Lines is the term used to describe gangs and organised criminal networks involved in exporting illegal drugs from one location to another.
- c) The gangs and criminal networks exploit children and vulnerable adults to move and store the drugs and money using coercion, intimidation, violence.

6.15 Mate Crime/Hate Crime

- a) Mate crime is the grooming of vulnerable people.

- b) It is a form of disability hate crime in which a vulnerable person is manipulated or abused by someone they believe to be their friend.

6.16 Internet abuse

- a) Internet abuse involves the use of information technology to intimidate and bully.
- b) Cyber bullying is any form of bullying which takes place online or through smartphones and tablets, social media sites, messaging apps, gaming sites and chat rooms such as Facebook, Xbox Live, Instagram, YouTube, Snapchat etc.

6.17 Spirit possession or witchcraft

- a) The belief in “possession” or “witchcraft” is not confined to religions, cultures or communities. Nor is it confined to the immigrant communities in this country.
- b) The term possession means that an evil force has entered the person and is controlling them. This means there is a belief that the “possessed” person is able to use that evil force to harm others. In some faiths the term may be used to indicate the possession by good spirits for example, the Holy Spirit.
- c) Three common ways that are believed to rid a person of evil spirits are praying for the person, deliverance or exorcism.
- d) There is a range of behaviour associated with exorcism, praying for the person while they are not there or beating the evil out of the person when they are present. Exorcism may include:
- Severe beating
 - Burning
 - Starvation
 - Cutting or stabbing

This usually occurs in the household where the person lives and could be used as an “excuse” for domestic abuse.

7.0 Procedural and Practice Guidance

- a) Some adults are less able to protect themselves than others and some have difficulty making their wishes and feelings known. The [Mental Capacity Act 2005](#) provides the legal framework for acting and making decisions on behalf of individuals who lack the mental

capacity to make particular decisions for themselves. It applies to anyone aged 16 and over where:

- There are concerns about their mental capacity and decisions need to be made;
 - A “decision” covers a wide range of activities, including consent for video-recorded interview or medical examination
 - A person lacks the capacity to consent in relation to a matter if at the time they are unable to make a decision for themselves because of an impairment of, or a disturbance in the functioning of the mind or brain. The loss of capacity may be partial, temporary or change over time.
- b) The Mental Capacity Act states that a person is unable to make their own decision if they cannot do one or more of the following four things:
- understand information given to them
 - retain that information long enough to be able to make a decision
 - weigh up the information available to make the decision
 - communicate their decision – this could be by talking, using sign language or even simple muscle movements such as blinking an eye or squeezing a hand.
- c) When considering the best interests of the client, their views should be taken into consideration, as far as they are able to express them, also the views of others who are involved in their care, welfare and treatment. Care must be taken to ensure that as far as you are reasonably able, you are not consulting or unintentionally colluding with the perpetrator of any abuse.
- d) The Mental Capacity Act will apply if there is any doubt that the person concerned has the mental capacity to make specific decisions about sharing information or accepting intervention in relation to their own safety.

This procedural and practice guidance provides details about the processes that CP staff and volunteers are required to follow to record and report concerns or incidents. It also highlights situations where concerns regarding safeguarding vulnerable adults or incidents of abuse may occur.

7.1 Safeguarding procedures

There are links between Safeguarding Adults Boards and other public protection and safety forums. In CP, the concerns regarding adult safeguarding will be due to abuse by current or previous intimate partners or family members towards our clients or potential clients, therefore it comes under the category of domestic abuse. This may not be life threatening but where there is a risk of serious harm or murder a multi-agency risk assessment conference (MARAC) referral should be made. Having additional care and support needs makes a victim of domestic abuse more vulnerable. Under the Care Act 2014, Local Authorities have a duty to make enquiries or ask others to do so if they believe an adult is at risk of abuse or neglect because of their care and support needs. Any enquiry should establish whether any action needs to be taken to prevent or stop abuse and neglect.

- a) [Making Safeguarding Personal \(MSP\)](#) states that a person should be engaged in the conversation about how best to respond to their safeguarding situation, enhancing choice, control, quality of life, wellbeing and safety. Safeguarding should be person led and outcome focused.
- b) There is a presumption that adults have the capacity to make decisions about themselves and that vulnerable people will make their own decisions therefore the views and consent of the adult must be sought. This does not replace the duty to override consent where appropriate. *It may also be appropriate to consider the trauma or fear associated with being a victim of domestic abuse and its effect on a person's ability to make decisions that are safe.*
- c) In order to enable this the Local Authority must arrange for an independent advocate to represent and support where the adult has "substantial difficulties" with the process and there is no other appropriate adult to assist. Where possible, the adult must consent to the advocate.

Information about Independent advocates can be found on Local Safeguarding Adult Board websites.

7.1.1 Dealing with a concern

- a) CP recognises that different levels of concern require different courses of action.

Concerns may be raised through:

- Observed abuse where the abuse is directly witnessed;

- Disclosed abuse where an adult says they are being or have been abused
 - Suspected abuse where there are indicators that abuse is happening but has not been witnessed or disclosed
- b) An adult you are working with may already have been identified as a vulnerable adult or an adult “at risk” by the referring agency, they may:
- Have an illness affecting their mental or physical health
 - Have a learning disability
 - Be frail or elderly

However, do not make assumptions about capacity based on age, appearance or medical condition.

- c) The Mental Capacity Act is the guiding document regarding the adult’s ability to consent. In some cases, there may be a dichotomy between what you feel is a safeguarding concern and what the client as a consenting, informed adult is allowing to happen.

If you have a concern you must:

- Ensure the immediate safety of the adult at risk
- If you feel the person is at immediate risk of harm or a crime has been committed, call the police
- Discuss your concerns with your line manager/senior who will advise on the next course of action. This may be to report your concern to the Adults Social Care team in the area the adult is residing.

Record all details of the concern and complete a safeguarding alert on CP Oasis data base. Ensure you notify your line manager/senior once the alert has been uploaded by email and telephone until you receive acknowledgement by the manager.

7.1.2 Dealing with a disclosure

If you are working with a client and they disclose information which leads you to have a suspicion or concern you must:

- a) Let the person speak, do not interrupt or make comments- be comfortable with silences, watch for non- verbal communication.
- b) Do not make any promises about keeping information confidential - follow the [CP Confidentiality Policy](#)
- c) Don't let your own feelings distract you or ask questions, just clarify the facts.
- d) Assume the adult is telling the truth and take what they say seriously

- e) Record all details of the disclosure. Personal interpretations or opinions should be avoided, however if professional judgement is used, it must be recorded in such a way as to make this clear.
- f) Responsibility as to whether to make a safeguarding referral lies with CP, therefore you must discuss all your concerns with your line manager/senior immediately, or another manager or senior in their absence.
- g) Based on the information provided, your line manager will advise you of the next course of action informed by your Local Safeguarding Adults Board Procedures
- h) As a rule, no decision should be made, or action taken without the consent of the adult you are concerned about. BUT there are exceptions:
 - There is a risk of serious harm
 - Others may be at risk from the alleged source of harm
 - It is necessary to prevent a crime
 - The person lacks capacity to consent
 - Gaining consent would put the adult at further risk

7.1.3 Dealing with an incident

If you witness abuse or abuse has just taken place, the priorities will be:

- a) To call an ambulance and/or the police if required
- b) To keep yourself, staff and service users safe.
- c) To preserve any evidence
- d) To record all details.
 - Details must be factual as these may inform a referral to Adult Social Care or criminal investigation
 - Personal interpretations or opinions should be avoided. However, if professional judgement is used it should be recorded in such a way as to make this clear
 - You must discuss your concerns with your line manager or another manager in their absence at the earliest opportunity.
 - Based on the information provided, your manager will advise you of the next course of action.
 - If you are working out of hours, you must follow the same guidelines.

7.1.4 Reporting to Anti-Corruption Unit

If you have a case where the alleged perpetrator/suspect is a police officer, you must send the details of the officer and your concerns to the Anti-Corruption unit below. They work completely alone and are a safe contact. You will not receive updates on the case you have referred in because that is their protocol.

7.1.5 Dealing with allegations against staff

- a) CP and its Trustees have a duty to safeguard and protect all staff, volunteers, beneficiaries and others who come into contact with the charity through its work.
- b) To protect yourself from an unwarranted allegation, you must not put yourself in a position that could lead to misinterpretation.
- c) All allegations of abuse or maltreatment by a professional, staff member or volunteer will be taken seriously.
- d) If an incident is witnessed or an allegation is made against a member of staff or a volunteer, you must:
 - Report the incident to your line manager who will advise you of the next course of action.
 - The line manager will inform a member of the Senior Management Team / CEO who will deal with the allegation following [CP' Disciplinary Procedures](#) and the Local Safeguarding Adult's Boards policies and procedures.
 - CP will involve the police if a criminal offence has been committed.

7.1.6 Confidentiality and Record Keeping

- a) It is essential that our limits to confidentiality are explained to all clients and that they understand the situations when confidentiality would need to be breached.
- b) They must also be made aware of the personal information we need to hold about them to provide them with a safe service and when we may need to share this.
- c) To share information, consent must be gained unless the conditions stated in 7.1.2 (h) apply.

7.1.7 Storing information relating to safeguarding concerns

- a) All concerns must be recorded, this applies regardless of whether the concern is shared with the police or Adult's Social Care
- b) A flag should be raised on the client's notes on the case management system indicating that there is a safeguarding concern. Brief details of the concern may be included there also.
- c) A safeguarding alert must be completed and brought to your managers attention.
- d) Person completing the alert should ensure receipt of acknowledgement from the manager.
- e) Follow up actions should be completed and recorded promptly and manager updated.
- f) Further guidance is available in the CP [Confidentiality and Access to Information Policy](#).

7.18 Dealing with Complaints

- a) Due to the sensitive nature safeguarding concerns you may receive concerns or complaints from clients, their family members or partner agencies who may question our procedures and processes.
- b) All concerns and complaints should be reported to your line manager initially and from thereon will be dealt with through our [Comments and Complaints Procedures](#).

7.2 Safeguarding in practice

7.2.1 Recognising the signs and symptoms of abuse

It is not easy to identify adult abuse as sometimes the nature of the abuse is not visible and/or often the person being abused is afraid to speak out. However, there are some more common signs of abuse which if seen, may suggest that abuse has occurred. These include:

- Multiple bruising or finger marks;
- Injuries that cannot be easily explained;
- Deterioration of health for no apparent reason;
- Sudden unusual loss of weight;
- Inappropriate or inadequate clothing;
- Withdrawal or mood changes;
- A carer or partner who is unwilling to allow access to the person;
- A person who is unwilling or unhappy about being left alone with a carer or their partner;
- Unexplained shortage or disappearance of money;
- Isolation.

The sections below highlight's other situations where there may be and adults safeguarding concern.

7.2.2 Child to Parent Violence and Abuse

Although often considered a child safeguarding issue, the risk to the adult would be greater if other vulnerabilities exist.

- a) Some families experience episodes of explosive or violent behaviour that result in a call to the CP helpline from the parent. It is important to gain an understanding of the history behind the episode, as single incidents of APVA are more likely to involve a pattern of abusive behaviour, including intimidation and threats, damage to property or coercive control.
- b) Incidents or patterns of abusive behaviour by a child may also come to light through the support you provide a victim of domestic abuse through refuge or outreach. APVA is a safeguarding issue for both the child and adult as it can seriously impact parenting capacity leaving the child vulnerable and at risk of harm, abuse or exploitation in other arenas. It also puts the parent and other family members at serious risk of harm.
- c) If the parent has learning difficulty or disability this can increase the risk. The power imbalance between the child/young person and parent may be greater by virtue of size, mobility or physical strength of the child or young person, therefore, practitioners must:
 - Check all involved are safe and whether the situation remains volatile.
 - Advise parent to call the police should a violent incident occur.
 - Work with the parent/carer to develop a Safety Plan.
 - In discussion with the parent and adhering to confidentiality and information sharing policies, follow local processes for reporting a concern about a child and concerns about an adult.
 - Discuss with your line manager who will advise on the next course of action

7.2.3 Honour Based Violence (HBV)/Forced Marriage

- a) Individuals, families and communities may take drastic steps to preserve, protect or avenge their honour. This can lead to a substantial breach in human rights and can include all forms of abuse including disfigurement, burning and in some cases death.
- b) If you have concerns that a person may be a victim of HBV, you must:

- Take what they say seriously and
 - Follow the safeguarding procedures outlined earlier in this document
 - If you feel they are at immediate risk of significant harm call the police
- c) Forced marriage is recognised in the UK as a form of personal, domestic and child abuse. Forcing someone to marry against their will is a crime and could be a serious safeguarding concern, therefore you must follow CP and local safeguarding procedures. CP support would be offered in line with our Support Planning procedures. You should liaise with the appropriate agencies if you feel the domestic abuse is taking place in a wider cultural context. See useful contacts for more information on Honour Based violence and Forced Marriage

Victims are most at risk at the point of leaving an abusive relationship or having recently left the relationship. The sections below give information about how perpetrators can continue to abuse their victims once the victim has left the relationship.

7.2.4 Stalking and Harassment

- a) Stalking and harassment includes behaviour which happens two or more times directed at or towards someone by another person. It is behaviour that causes the victim to feel alarmed or distressed or to fear that violence might be used against them.
- b) What makes the problem particularly difficult is that it can happen without fear of violence and build up slowly. It can take a while for the victim to realise they are caught up in an ongoing campaign of abuse. There are many forms of harassment ranging from unwanted attention from somebody seeking a romantic relationship to violent predatory behavior.
- c) Stalking can, and often does have a huge emotional impact. It can lead to feelings of depression, anxiety and even post-traumatic stress disorder. It is a psychological as well as a physical crime. Stalking and harassment have always existed, but since the growth of the internet, it has become easier for those who carry it out to do so either as an extension of their existing activities, or purely online.

7.2.5 Cyberstalking

- a) Cyberstalking is the use of the Internet or other electronic means to stalk or harass an individual. It may include false accusations,

defamation, slander and libel. It may also include monitoring internet use, identity theft, threats, vandalism, or gathering information that may be used to threaten or harass. A client may be a victim of cyberstalking if:

- They have been sent aggressive and abusive emails.
- They have been bombarded with unwanted emails
- Someone has written abusive things about them online.
- Someone posted photos of them online without their explicit consent.
- Set up fake profiles in their name online.
- Someone knows information about them that they have not disclosed
- Their passwords keep changing.

This list is not exhaustive

- b) If the person you are working with feels that they are a victim of cyberstalking. You can advise them to:
- Review the online information that exists about them and keep it to a minimum;
 - Regularly change their e-mail and passwords for key online accounts and keep them safe;
 - Review all your privacy and security settings;
 - Avoid public forums;
 - Ensure that their computer and mobile devices have updated [antispyware software](#) installed and turned on
 - Ensure their wireless hub/router has security turned on.
 - Unless they are using a secure web page, they should not send or receive private information when using public WiFi
- c) Cyberstalking not only causes emotional and psychological harm, there is also a risk that cyberstalking can escalate to physical violence. You should advise your client to gather and document as much evidence as they can and report it to the police.

7.2.6 Spyware and Location Based Services

- a) Spyware is software that that is installed in a computer without the user's knowledge and transmits information about the user's internet usage. It can intercept the user's personal data and transmit this information to a third party.
- b) Parents sometimes use this technology to monitor their children's internet usage as a means of keeping them safe. It can be used by perpetrators of abuse to manipulate and control their victims. It can be difficult to detect, and most people wouldn't know if their

- computer had spyware on it. Some signs are the browser being slower or unusual activity in the search history,
- c) You should encourage your client to install an anti-virus/ security program that will not only monitor their system in real time but has the flexibility to allow you to perform manual scans periodically.
 - d) Location-based services use geo-location information to publish your whereabouts. Geo-location or geo-tagging can be used on PCs but is mainly applicable to mobile phones in particular “Smart Phones”. The geo-location software usually obtains its data from the device’s Internet protocol (IP) address or the global positioning System (GPS).

Location Based Services are used by perpetrators of abuse to determine the location of their victim. This is particularly problematic when the victim leaves the relationship and seeks safety in the Refuge.

To protect your client, you should advise them to:

- Turn off their location services on their mobile phone
 - Sync or back up the phone and do a factory reset. Reinstall data and apps but be careful not to reinstall any ‘find your phone’ apps or any apps that aren’t familiar. Also make sure passwords on the mobile phone account and secret pin are reset.
 - Be careful about the images and information they are sharing on social networks
 - Make sure they check their privacy settings on their social networking sites and make sure they are sharing information that with their friends and not everyone.
- e) Everyone has the right to go about their daily business in safety and without fear. The constant worry of being stalked can take an enormous toll upon their health and emotional state of mind. If your client is being stalked or harassed, you should advise them to report it to the police and:
- Not to engage with the stalker in face-to-face situations,
 - Show as little emotion as possible and simply hang up if they call.
 - Keep a log of all sightings and encounters, the stalker’s behaviour and how it made them feel.
 - Keep any messages or ‘gifts’.
 - Save screen shots of any messages in a separate place to their mobile phone just in case your phone is lost, stolen or damaged.
 - Make a recording of any voicemail messages in the event of the message being deleted by their network provider.

- Greet any calls to your phone with a simple "hello" rather than with their name or number and don't answer questions about themselves if they do not know who is calling.
- Try to vary their daily routine and routes to and from home to prevent the stalker from becoming familiar with their habits.
- Have their keys ready for when they reach the front door.
- Consider fitting a home alarm system if they don't already have one.
- Talk to neighbours, friends and work colleagues about what is happening to them if they feel able so they are aware of their routines and can be a source of support.
- If they feel they could be in danger, advise them not to arrange to meet their stalker to try to resolve things and contact the police on 101 or dial 999 in an emergency.

8.0 Useful contacts

<ul style="list-style-type: none"> • Essex Adult Social Care 	<ul style="list-style-type: none"> • you can call to report a concern via 0345 603 7630 or 0345 758 5592. Out of hours or bank holidays, call the emergency duty team on 0345 606 1212. Details for Southend and Thurrock can be found here.
<ul style="list-style-type: none"> • Essex Anti-Corruption Team 	<p><u>Essex Police</u></p> <p>Email for Essex police: anti-corruption Group Office: psdintelligenceunit@essex.police.uk</p> <p>Dominique Savory Detective Inspector 42072274 Counter Corruption Unit Professional Standards Department Essex Police Police Headquarters C Block PO Box 2 Springfield Chelmsford Essex CM2 6DA Mobile: 07817975665 Email: Dominique.Savory@essexpolice.uk</p>

	Website Internal: Essex PSD Website External: Essex Police
<ul style="list-style-type: none"> Metropolitan Police Directorate of Professional Standards 	DPSMailbox.IBReception@met.pnn.police.uk 02071612535
<ul style="list-style-type: none"> Essex Safeguarding Adults Board 	Southend, Essex & Thurrock (SET) Safeguarding Adults Guidelines and further SET document which can be found here .

9.0 Useful resources

Concern or Safeguarding Issue	Resource	Source
Abuse	Sex and consent	Brook
	Adolescent to Parent Violence and Abuse	Home Office
	County Lines: Criminal exploitation of children and vulnerable adults	Home Office
	Modern Day Slavery and Human Trafficking	Home Office
	Safeguarding adults at risk	Ann Craft Trust
	Susy Lamplugh Trust	Susy Lamplugh Trust

Honour Based Violence and forced Marriage	Supporting Victims or Honour Based Violence and Forced Marriage	Karma Nirvana
	Forced Marriage Unit	Foreign and commonwealth Office and Home office
E- Safety	Internet Safety for Adults	Love to Know
Loneliness and Isolation	Loneliness and Isolation	Age Concern
LGBT	Insert links	Gallop
Housing	Insert links	Shelter

Appendix 1- [ADD SAFEGAURING ALERT and SET SAF Form](#)