



# **Safeguarding Adults and Child Protection Policy**

**CWRC has a duty of care for all children, young people and vulnerable adults using our services. We take our responsibilities relating to safeguarding children, young people and adults seriously.**

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## 1. Introduction

This policy sets out the roles and responsibilities of CWRC in promoting children, young people and adults' welfare and safeguarding them from abuse and neglect both at the organisation's premises and at any place where the organisation has responsibility for the work, even if it is in collaboration with other agencies and professional bodies.

This policy is intended to support staff working at CWRC. It fulfils the requirements of the Cambridgeshire and Peterborough Safeguarding Adults Board Policy and Procedures available at: <https://www.safeguardingcambspeterborough.org.uk/adults-board/information-for-professionals/cpsabprocedures/>

The policy is also in line with the requirements of the Cambridgeshire and Peterborough Safeguarding Children Board Standards available at: <https://www.safeguardingcambspeterborough.org.uk/children-board/>

Policies linked with this safeguarding policy will include: public disclosure (whistle blowing), comments and complaints, health and safety, bullying and harassment and equality and diversity. The policy is also linked to the organisation's disciplinary procedures.

Our Statement of Intent states the principles of CWRC policy and will be displayed in our premises and quoted in our publicity material as appropriate.

## 2. Statement of Intent

Our policy applies to all permanent, temporary, casual staff, trustees and volunteers undertaking duties to provide our services and all other people on site who interact with service users. **The words 'child' or 'children' throughout this document includes both children and young people less than 18 years of age.**

CWRC is committed to the protection of children and vulnerable adults and will respect and promote their rights and wishes. CWRC will recruit, train and supervise staff and volunteers to ensure they are properly equipped to:-

1. identify where there may be a problem
2. know how to obtain professional advice and refer concerns to relevant specialists
3. protect themselves from false accusations of abuse

All children and adults should feel safe on our premises and at our activities. Some of the children and adults that CWRC works with are vulnerable. We recognise the importance of taking concerns seriously and will deal with them appropriately. Our policy will assist this process and will also help to protect our staff and our volunteers. We are often in a privileged position of trust with the children and adults we work with as in most cases they have chosen to use our services. We will be aware of this and the boundaries of that trust.

We require our staff and our services to have a protective ethos.

The service user's welfare is paramount:

- all adults and children whatever their age, culture, disability, gender, language, racial origin, religious belief, sexual orientation and/or gender identity have the right to protection from abuse
- all suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- adults and children will be fully respected and listened to

### Our Responsibilities

We operate with the following values and principles:

- The safety and well-being of children and adults is paramount
- Children and adults reporting concerns will be listened to
- Children and adults and their cultures will be respected

We may have a legal responsibility to refer any child protection concerns to Social Services or the Police.

- We will refer and will not investigate.
- We cannot maintain full confidentiality but will ensure that disclosure is only to the appropriate professional services and reported appropriately
- Make all concerned aware that we have to act on suspicions, facts and disclosures.

We will nominate designated people to make referrals and be available for advice and support. Members of the public who have concerns should speak to CWRC's Chief Executive Officer, or CWRC's Chair: contact details are available in the office. Ring to arrange an appointment and say you wish to raise a serious and confidential matter without giving details.

## 3. Aims

CWRC is committed to:

- Ensuring that the welfare of children and adults is paramount at all times
- Maximising children and adults' choice, control and inclusion and protecting their human rights and equalities
- Working in partnership with others in order to safeguard children and vulnerable adults
- Ensuring safe and effective working practices are in place.
- Supporting staff within the organisation.

The principles of these guidance and procedures are to:

- actively promote the empowerment and well-being of children and vulnerable adults using the services provided by CWRC
- act in a way which supports the rights of the individual to lead a life based on self-determination and personal choice
- recognise that some people are in circumstances that may make them unable to make their own decisions and/or to protect themselves and their assets

- acknowledge and accept that the right of self-determination can involve risk and ensure that such risk is recognised and understood by all concerned, and that risk is minimised through collaborative and collective risk management processes
- ensure that the law and statutory requirements are known and used appropriately so that children and vulnerable adults receive the protection of the law and access to the judicial process as required
- the organisation is committed to providing training and support to its staff on this issue

## 4. Scope

This policy applies to all staff (permanent, seconded or temporary) of CWRC as well as all people who work on behalf of the organisation. It is written to provide valuable help in:

- defining abuse
- recognising and understanding how abuse can occur
- reducing the risk of abuse happening

The senior person responsible for this policy and its implementation is Stef Martinsen-Barker, Chief Executive Officer for CWRC.

The CEO will:

- Ensure that the welfare of children and vulnerable adults is given the highest priority by the organisation, its management and staff/volunteers
- Act as the main contact for sharing information around children and adult safeguarding concerns
- Ensure that the concerns of children and vulnerable adults are heard and acted upon
- Be responsible for ensuring concerns are reported to appropriate authorities
- Ensure training is provided for all staff/volunteers, and remains up to date with current practice and legislation
- Ensure all staff/volunteers, service users and families have access to further appropriate information

## 6. Definition of “vulnerable adult”

The Police Act 1997 (Enhanced Disclosure and Barring Service (DBS) Certificates) (Protection of Adults at Risk) Regulations 2000 define a vulnerable adult as one aged 18 or over who is receiving support or personal care services, who has a learning or physical disability; a physical or mental illness, chronic or otherwise, including an addiction to alcohol or drugs; or a reduction in physical or mental capacity.

Law Commission, ‘Making Decisions’ Lord Chancellors Dept 1999

An ‘Adult at Risk’ is defined as someone over 18 who is or may be in need of community services

Department of Health, No Secrets (2000) defines a vulnerable adult as any person aged 18 or over:

- who is or may be in need of community care services by reason of mental, or other disability age or illness
- and who is or maybe unable to take care of him or herself or unable to protect him or herself against significant harm or serious exploitation

Thus all adults who meet the above criteria may be defined as vulnerable adults. For the purpose of this guidance “community care services” will be taken to include all care and support services provided in any setting or context including community based support. Vulnerable adults also include those not using community care services who may be through personal circumstances less able to protect themselves from harm, e.g. asylum seekers/refugees.

The British Medical Association in its 2011 Safeguarding Vulnerable Adults – a Toolkit for General Practitioners gives the following useful advice.

“There are a number of factors that can contribute to vulnerability, although their presence is by no means determinative and individuals will vary according to their circumstances and needs. It is nevertheless broadly accepted that the following groups are at enhanced risk of being vulnerable to neglect or abuse:

- an older person who is particularly frail
- an individual with a mental disorder, including dementia or a personality disorder
- a person with a significant and impairing physical or sensory disability
- someone with a learning disability
- a person with a severe physical illness
- an unpaid carer who may be overburdened, under severe stress or isolated
- a homeless person
- any person living with someone who abuses drugs or alcohol
- a person with addiction or substance abuse issues
- a person likely to self-harm
- a person in the criminal justice system
- women who may be particularly vulnerable as a result of factors including abuse, control by others or violence.

The presence of one or more of these factors does not necessarily mean that the adult is vulnerable. Age, disability or physical illness for example should not lead to the automatic assumption that the individual is vulnerable. A key factor in each case is whether the individual is able to take steps to protect and promote his or her interests.”

What is of significance here, and will be at the heart of this policy is that care should be taken not to stigmatise the vulnerable adult and in delivering person centred care, recognise and support the adult’s ability to make decisions for themselves.

## 7. Definition of abuse

Abuse is the harming of another individual usually by someone who is in a position of power, trust or authority over that individual. The harm may be physical, psychological or emotional or it may be directed at exploiting the vulnerability of the victim in more subtle ways (for example, through denying access to people who can come from particular backgrounds).

Abuse is defined in 'No Secrets' as:

'The violation of an individual's human or civil rights by any other person or persons'.

Abuse may consist of a single act or repeated acts. It may be physical, verbal, emotional or psychological, 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 is not able to consent. It may also occur through deliberate targeting or grooming of vulnerable people and may be carried out by individuals or groups of individuals.

Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

**No abuse is acceptable and some abuse is a criminal offence and must be reported to the Police as soon as possible.**

More detailed definitions of abuse are contained in Appendix 1.

## 8. Responsibilities of the organisation

CWRC accepts the principles in the Cambridgeshire and Peterborough Safeguarding Adult Board Policy and Operational Procedures and Cambridgeshire and Peterborough Safeguarding Children Board Standards. This means that CWRC will:

- Take action to identify and prevent abuse from happening.
- Respond appropriately when abuse has or is suspected to have occurred.
- Ensure that the agreed safeguarding adults and child protection procedures are followed at all times (weblinks to these are listed on page 3)
- Provide support, advice and resources to staff and volunteers in responding to safeguarding adult and child protection issues.
- Inform staff and volunteers of any local or national issues relating to safeguarding adults and child protection.
- Ensure all staff and volunteers are aware of their responsibilities to attend training and support staff in accessing these events.
- Ensuring that the organisation has a dedicated staff member with knowledge in safeguarding adults and one with knowledge in child protection.
- Ensuring staff and volunteers have access to appropriate consultation and supervision regarding safeguarding adults and child protection.

- Provide training and discussion to understand how diversity, beliefs and values of people who use services may influence the identification, prevention and response to safeguarding concerns.
- Ensure that information is available for people that use services and related family members in setting out what to do if they have a concern
- Ensure that all employees who come in contact with vulnerable adults and children have a DBS check in line with the requirements of the Independent Safeguarding Authority Vetting and Barring Scheme.

## **9. Responsibilities of all staff and volunteers**

Staff and volunteers are not expected to know everything concerning child protection or adult safeguarding but their duty is expected to:

- be alert and responsive to problems and the potential indicators of abuse or neglect
- be alert and responsive to the risks which individual abusers, or potential abusers, may pose to children or vulnerable adults
- share and analyse information to enable informed assessments and good practice
- keep clear, detailed and accurate records
- discuss issues and concerns with line managers or designated people
- undertake appropriate behaviour and language
- be responsible with colleagues for health, safety and security
- adhere to CWRC policies and procedures
- agree, if required, to go through a Disclosure and Barring Service check

### Disclosure and Barring Service (DBS)

The Disclosure and Barring Service (DBS) is an executive non-departmental public body, sponsored by the Home Office. The DBS helps employers make safer recruitment decisions each year by processing and issuing DBS checks for England, Wales, the Channel Islands and the Isle of Man. DBS also maintains the adults' and children's Barred Lists and makes considered decisions as to whether an individual should be included on one or both of these lists and barred from engaging in particular activity. Safeguarding is at the heart of everything at the Disclosure and Barring Service (DBS). DBS checks help to prevent unsuitable people from working with vulnerable groups, including children. DBS checks will be carried out for all staff (including sessional staff), volunteers and trustees at CWRC.

Staff and volunteers must:

- Be familiar of the safeguarding policies and follow these at all times, particularly if concerns arise about the safety or welfare of a child or vulnerable adult.
- Declare any relevant previous, existing or subsequent convictions; failure to do so will be regarded as gross misconduct and may result in dismissal
- Contribute to notifying the appropriate agencies if the situation requires this
- Participate in safeguarding adults and child protection training and maintain current working knowledge.

- Discuss any concerns about the welfare of a child or vulnerable adult with their line manager, giving full information that they have.
- Contribute to actions required including information sharing and attending meetings.
- Work collaboratively with other agencies to safeguarding and protect the welfare of adults and children who use services.
- Remain alert at all times to the possibility of abuse, and work to ensure the safety and support of individuals and take part in training and discussion offered by the organisation
- Recognise the impact that diversity, beliefs and values of people who use services can have.

## 10. When to Act

Abuse can happen anywhere and can be carried out by anyone e.g.

- Family, friends, neighbours
- Paid staff, volunteers
- Other service users
- Strangers

### To Act or Not to act

All allegations or suspicions are to be treated seriously. No abuse is acceptable and some abuse is a criminal offence and must be reported to the CWRC CEO as soon as possible. To determine the appropriate action it is important to consider the following:

#### a) Risk

Does the adult at risk, staff member or volunteer understand the nature and consequences of any risk they may be subject to, and do they willingly accept such a risk?

#### b) Self-determination

Is the adult at risk able to make their own decisions and choices, and do they wish to do so?

#### c) Seriousness

A number of factors will determine whether intervention is required. The perception of the victim must be the starting point. Factors informing assessment of seriousness will include:

- The **perception** by the individual and their **vulnerability**
- The **extent** of the abuse
- The **length of time** it has been going on
- The **impact** on the individual
- The risk of **repetition** or **escalation** involving this or other adults at risk
- Is a **criminal offence** being committed

It is the employee's or volunteer's primary responsibility is to protect the adult at risk if they are at risk

Each employee or volunteer has a duty to take action

Employees or volunteers have the right to discuss incidents in a safe environment

## **11. Reporting Abuse**

A form for logging concerns or reporting abuse is at Appendix 2. If there is any uncertainty about the reporting process, the organisation will make use of the helplines in Useful Contacts at Section 15.

### **Reporting abuse relating to vulnerable adults**

- 3.1 If staff or volunteers suspect a vulnerable adult is being abused or is at risk of abuse, they are expected to report concerns to a line manager or designated person (unless they suspect that the line manager or designated person is implicated – in such circumstances the Chair or the manager of the line manager should be contacted. If the alleged abuse implicates all senior managers the whistle blowing policy should be followed).
- 3.2 If staff or volunteers suspect that the vulnerable person at risk of abuse is at great risk of harm or in need of immediate medical attention, a senior manager must be informed and contact should be made directly with the emergency services i.e. ambulance or doctor for medical assistance and the police if there is a risk of serious harm or commitment of a crime.

### **Reporting abuse relating to children**

- 3.3 If the allegation of abuse concerns a child, staff or volunteers must report the allegation made to a designated person or line manager immediately. The whistle blowing policy described above will also apply if all senior staff are perceived to be implicated. Staff must explain to the child that this information cannot be kept confidential and must say that they are going to tell someone and explain who and why. If a line manager or designated person is not available, and the person concerned is at serious risk, staff must contact Social Services or the Police direct. (See Useful Contacts at Section 15). Staff and volunteers will be given opportunities to discuss individual procedures with managers regarding working practice to ensure they are confident in the approved, appropriate action to take regarding Child Protection issues. Staff must keep a note of all action taken and email a line manager for an urgent meeting to report this.

All service users need to be safe. Throughout the process the service users' needs remain paramount. This process is about protecting the adult or child and the prevention of abuse.

Appropriate responses if a child or vulnerable adult discloses abuse to you:

- Listen carefully, without interrupting
- Stay calm, accessible and receptive
- Be re-assuring that the abuse is not their fault and that the concern, complaint or allegation will be taken seriously
- Do not make immediate decisions or condemn anyone
- Do not make promises or assumptions about the situation

- Make sure the person reporting the abuse understands that you cannot keep the abuse a secret and must tell the appropriate people especially if they or others are at significant risk
- Do not send the child or vulnerable adult home if there is a likelihood of abuse continuing there
- Do not contact the abuser
- If service users, they will be given immediate protection from the risk of reprisals or intimidation at CWRC
- If staff or volunteers they will be given support and afforded protection if necessary in line with the Public Interest Disclosure Act 1998 and CWRC whistle blowing policy.

Procedure to follow for any report of abuse:

1. Keep a record of all conversations relating to abuse disclosure, suspicion and / or allegation (with date, time, location, staff present, what was said).
2. When contacting other agencies, make sure you explain you are contacting them regarding a disclosure of abuse.
3. If requested, provide a written report about the disclosure of abuse.
4. Be prepared to offer continuing support to the child, young person or vulnerable adult and their family if this is requested.
5. Be prepared to answer questions during any investigation or court hearing resulting from the disclosure of abuse.

CWRC understands the sensitivity of abuse concerns raised among Black and minority communities and will do its best to communicate or mediate where there are misunderstandings due to perceived cultural differences, without compromising its principle that real abuse should not be tolerated in any situation.

#### **Reporting abuse if the alleged abuser and victims are both service users**

It is important that consideration be given to a co-ordinated approach and partnership working, where it is identified that both the alleged abuser and alleged victim are service users. If the (alleged) perpetrator is also a service user, consideration must be given to their safety and well-being and to their needs as a vulnerable adult. An Advocate or an Appropriate Adult could be provided for the (alleged) perpetrator so that their rights can be safeguarded.

Where both parties are receiving a service, staff should discuss cases and work together, however meetings with both the alleged abuser and alleged victim in attendance, are not considered appropriate.

#### **Reporting abuse if the allegation involves another staff member**

Employees should be aware that abuse is a serious matter that can lead to a criminal conviction. Allegations must be reported to the relevant line manager who will decide further action, including if the organisation's disciplinary policy should be implemented.

Forms to record concerns or allegations of abuse are at Appendix 2

## 12. Risk management

A risk assessment should be done for every reported incident of abuse to ensure that all risks have been managed. Risk assessments could consider the following factors:

1. If the abuse has been reported by another party, have the views and wishes of the child or vulnerable adult been taken into account – do these views agree with the report and if not, is there further action that should be taken?
2. Are there factors that may mean the alleged victim could be more vulnerable to abuse (e.g. disability or mental capacity)? If yes, what action should be taken?
3. How serious was the risk of abuse?
4. How likely is it to reoccur?
5. What could be the worst possible outcome? What action should be taken to minimise this
6. Is there a need to involve other agencies; if yes, who and has the victim given consent or does the matter need involvement even without consent? What are the implications of action?
7. Is the policy and procedures outlined sufficient for the particular case? If not, what needs to be amended?

Staff should liaise with their line managers in considering the risks and outlining the action to be taken.

## 13. Training

CWRC staff should receive a basic safeguarding adults' awareness training at a level according to their role and their contact with members of the public. This should be refreshed as a minimum every two years.

## 14. Confidentiality and information sharing

### Confidentiality with regard to safeguarding adults

'No Secrets' [DH 2000] states that the government expects organisations to share information about individuals who may be at risk from abuse. This is also stressed by Safeguarding Adults [ADSS 2005] the framework for good practice. It is important to identify an abusive situation as early as possible so that the individual can be protected. Withholding information may lead to abuse not being dealt with in a timely manner. Confidentiality must never be confused with secrecy. It is likely that staff may have a duty to share information relating to suspected abuse which could endanger the victim with Social Care Services and the Police.

Consent is not required to breach confidentiality (capacity issues must be considered) and make a safeguarding referral where;

- A serious crime has been committed
- Where the alleged perpetrator may go on to abuse other adults
- Other vulnerable adults are at risk in some way

- The vulnerable adult is deemed to be in serious risk
- There is a statutory requirement e.g. Mental Health Act 1983, Protection of Children Act 1999, Care Standards Act 2000, Children Act 2004, Safeguarding Vulnerable Groups Act 2006
- The public interest overrides the interest of the individual
- When a member of staff of a statutory service, a private or voluntary service or a volunteer is the person accused of abuse, malpractice or poor professional standards.

If a member of staff has any doubt about the legality of sharing information, they must in the first instance consult their manager or the designated person.

### **Confidentiality with regard to child protection**

It is very important to understand that any disclosures or suspicions of abuse or children at risk of abuse must be reported.

The child making a disclosure has trusted someone enough to confide in them. To avoid distrust, misunderstanding, staff must be clear and let the child know that if they tell them something they may have to act on it and tell someone else.

**It is important to encourage them to talk but it is essential that they know the limits of confidentiality.**

If you promise confidentiality and then they disclose something you need to refer to Social Services, you will be breaking their trust and will put yourself in a difficult position. CWRC staff must always reserve the right to report child protection issues and must refer any disclosures or suspicions of abuse.

Be honest with the child, reassure them they have done the right thing and that you will do your best to get them support.

## **15. Monitoring**

Monitoring will consist of two types. (1) After each serious incident, the reporting and action will be reviewed and the impact. Recommendations for any required change will be made. Any approved changes to policy will be made immediately, regardless of renewal date; (2) Annual reviews of safeguarding issues, action taken, risk management and impact of action will be reviewed. This review will also look at legislation and any updates that require changes to be made to this policy. Any required changes will be recommended and if approved the policy will be updated immediately, regardless of renewal date.

## 16. Useful contacts

### Statutory contacts

If you have a concern, suspicion or allegation that an adult is being subjected to harm, abuse or neglect you can contact:

**Non-urgent referrals** - Peterborough [Adult Social Care](#)

- 01733 747474 (9am to 5pm Monday to Friday)
- email [adultsocialcare@peterborough.gov.uk](mailto:adultsocialcare@peterborough.gov.uk)

### **Emergency referrals**

Within office hours - Peterborough Adult Social Care

- 01733 747474 (9am to 5pm Monday to Friday)

Outside office hours - Emergency [Duty](#) Team

- 01733 234724

**If you think that a child or young person is being abused or neglected in call:**

- **Peterborough: 01733 864170 – (9am to 5pm Mon – Fri)**
- **Outside office hours, at weekends and on public holidays contact the emergency duty team on 01733 234724.**
- **Email: [referralcentre.children@cambridgeshire.gov.uk](mailto:referralcentre.children@cambridgeshire.gov.uk)**

### Other contacts

#### **Child Abuse**

#### **NSPCC (Child Protection Unit)**

Expert advice from NSPCC advisers, who are all trained child protection officers.

Link: [www.nspcc.org.uk](http://www.nspcc.org.uk)

Tel: 0808 800 5000 (Helpline)

#### **Kidscape**

For parents, guardians or concerned relatives and friends of bullied children.

Link: [www.kidscape.org.uk](http://www.kidscape.org.uk)

Tel: 08451 205 204 (Helpline)

#### **Domestic Abuse**

#### **National Domestic Abuse helpline**

The National Domestic Abuse Helpline is a freephone 24 hour helpline which provides advice and support to women and can refer them to emergency accommodation.

The National Domestic Abuse Helpline is run in partnership between Refuge and Women's Aid.

There are translation facilities if your first language is not English. The Helpline also offers BT Type talk for callers with hearing difficulties.

Link: [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

Tel: 0808 200 0247 (Helpline)

## **Refuge**

Their helpline offers advice and support to women experiencing domestic violence.

Refuge also provide safe, emergency accommodation through a network of refuges throughout the UK, including culturally-specific services for women from minority ethnic communities and cultures.

Link: [www.refuge.org.uk](http://www.refuge.org.uk)

Telephone: 0808 200 0247

## **Women's Aid**

The Women's Aid website provides a wide range of resources to help women and young people. This includes [The Survivor's Handbook](#) which provides a range of information including legal and housing advice, tips on how to create a safety plan and advice for people with specialist housing needs. It's available in 11 languages and in audio.

They also [run a website to support to children and teenagers](#) who may be living in a home affected by domestic violence, or who may be in a violent relationship themselves.

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

## **The Hideout**

Website for children and young people to understand domestic abuse and take positive action

Link: [www.thehideout.org.uk](http://www.thehideout.org.uk)

## **Abuse involving children and adults with disabilities**

### **Respond**

Respond works with children and adults with learning disabilities who have experienced abuse or trauma

Link: [www.respond.org.uk](http://www.respond.org.uk)

Tel: 0808 808 0700

Email: [helpline@respond.org.uk](mailto:helpline@respond.org.uk)

## **POWHER (Independent Mental Capacity Advocate)**

The Independent Mental Capacity Advocate (IMCA) service supports someone assessed as not able to make certain decisions about their lives for themselves and who has no suitable family or friends to speak for them.

Link: [www.powher.net](http://www.powher.net)

Tel: 0300 456 2370

Email: [IMCA@pohwer.net](mailto:IMCA@pohwer.net)

## **Other**

### **Hourglass**

Website to provide support and guidance for abuse of older people

Link: <https://wearehourglass.org/> or [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

Tel: 0808 808 8141 (Helpline)

## **Family Rights Group**

The Family Rights Group provides independent advice, information and advocacy to families involved with social care about the care and protection of their children in England and Wales.

[www.frg.org.uk](http://www.frg.org.uk)

Tel: 0808 801 0366 (Freephone advice line)

### **Missing Persons Helpline**

Link: [www.missingpersons.police.uk/en/contactus/general-enquiries](http://www.missingpersons.police.uk/en/contactus/general-enquiries)

Email: [missingpersons bureau@nca.x.gsi.gov.uk](mailto:missingpersons bureau@nca.x.gsi.gov.uk)

Tel: 0845 000 5481

### **Modern slavery**

Link: [www.modernslavery.co.uk](http://www.modernslavery.co.uk)

Tel: 0800 121 700

### **Samaritans**

[www.samaritans.org.uk](http://www.samaritans.org.uk)

Telephone 116 123 free to call from both landlines and mobiles

### **Al-Anon**

Offers understanding and support for families and friends of problem drinkers.

[www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

Tel: 020 7403 0888 (Helpline)

### **National Drugs Helpline (also called Talk to Frank)**

Free and confidential telephone service that offers advice and information for those who are concerned, or have questions, about drugs. Callers might be drug users, recovering or past users, friends, family, colleagues or contacts of drug users.

[www.talktofrank.com](http://www.talktofrank.com)

Tel: 0300 123 6600 (24 hour helpline)

## Appendix 1: Definitions of abuse and significant harm

Abuse is defined in Department of Health 'No Secrets' (2000) as the 'violation of an individual's human or civil rights by any other person or persons'.

Abuse may consist of a single act or repeated acts. It may be physical, verbal, emotional or psychological, 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. It may also occur through deliberate targeting or grooming of vulnerable people and may be carried out by individuals or groups of individuals.

Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it:

A consensus has emerged identifying the following main different forms of abuse:

### Physical abuse

Definition: Non accidental harm to the body caused by the use of force, which results in pain, injury or a change in the person's natural physical state.

Examples:

- Bodily assaults resulting in injuries e.g. hitting, slapping, pushing, kicking, misuse of medication,
- Restraint or inappropriate sanctions
- Causing bodily impairment e.g. malnutrition, dehydration, failure to thrive
- Medical/healthcare maltreatment

### Sexual abuse

Definition: Sexual abuse is the involvement of a vulnerable adult in sexual activities or relationships, which are for the gratification of the other person and which they have not consented to, or they cannot understand and are not able to consent to, or which violates the individual's expressed cultural or religious preferences, sexual taboos, or family custom and practice.

Examples are:

- Rape, incest, acts of indecency, sexual assault
- Sexual harassment or sexual acts to which the adult at risk has not consented, or could not consent or was pressured into consenting.
- Inappropriate touching, fondling
- Indecent exposure
- Exposure to pornographic materials, being made to witness sexual acts and encompasses sexual harassment and non-contact abuse.

### Psychological abuse

Definition: Psychological or Emotional abuse is behaviour that has a harmful effect on a vulnerable adult's emotional health and development.

Some examples are:

- emotional abuse

- Threats of harm or abandonment,
- Behaviour that is controlling, intimidating, coercive
- Harassment, verbal abuse, enforced isolation or withdrawal from services or supportive networks.
- Depriving a person of the right to choice, information and privacy
- Humiliation or inappropriate sharing of information
- Bullying, shouting, swearing

#### Financial or material abuse

Definition: Financial or material abuse involves the use of a vulnerable adult's property, assets or income without their informed consent or making financial transactions that they do not understand to the advantage of another person.

Examples are:

- Withholding money or money to provide basic needs that the person is entitled to
- Theft, fraud, exploitation
- Pressure in connection with wills or property or inheritance or financial transactions
- The misuse or misappropriation of property, possessions or benefits.

#### Neglect and acts of omission

Definition: Neglect is behaviour that results in the vulnerable adult's basic needs not being met.

Examples are:

- Ignoring expressed needs or serious concerns
- Failure to provide access to appropriate health and safety services including ensuring that CWRC venues meet the required health and safety standards
- Undermining personal beliefs.

#### Discriminatory abuse

Definition: Discriminatory abuse is behaviour that makes or sees a distinction between people as a basis for prejudice or unfair treatment. This includes any form of harassment, isolation or victimisation that is based on perceptions of these distinctions

Some examples are: different treatments because of a person's race, religion and/or beliefs, gender, age, disability, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity.

#### Professional abuse

Definition: Professional abuse is the misuse of power and abuse of trust by professionals, the failure of professionals to act on suspected abuse/crimes, neglect in services, resource shortfalls or service pressures that lead to service failure and culpability as a result of poor management systems/structures.

Some examples are: using the professional relationship to initiate inappropriate personal behaviour, taking bribes or non-recorded gratuities, inappropriate influencing or intimidation.

#### Significant Harm

A key concept in adult safeguarding work is 'significant harm', which helps to determine how serious or extensive abuse must be to justify intervention. This has been defined as follows: "harm" should

be taken to include not only ill treatment (including sexual abuse and forms of ill treatment that are not physical), but also the impairment of, or an avoidable deterioration in, physical or mental health and the impairment of physical, emotional, social or behavioural development. ('Who Decides' Lord Chancellor's Department 1997).

## Appendix 2: Logging concerns or reporting abuse

This is for internal use only.

If you need to report abuse to the Safeguarding teams use the following:

For adults: <https://www.safeguardingcambspeterborough.org.uk/adults-board/reporting-a-concern/>

For children: first contact the Safeguarding team on Peterborough: 01733 864170 – (9am to 5pm Mon – Fri; outside office hours, at weekends and on public holidays contact the emergency duty team on 01733 234724.

To report a concern about a child you may be required to use the referral form at:

<https://www.safeguardingcambspeterborough.org.uk/children-board/reporting-concerns/>

### Adult Safeguarding/Child Protection – Logging a Concern Form

Please complete all boxes

Project:

Place:
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Date of session:	Time of session:
------------------	------------------

Date form completed:
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Adult/Child's/ Young Persons full name:	Age:
Additional relevant information from registration form (behavioural problem etc)	

Your name:	Job title:
------------	------------

Is this an incident / hunch / feeling?
--

**Who was involved?** Full names please

**What happened / why are you concerned? The facts...**

**What did you do?**

**What is your opinion (if relevant)?**

**Who have you passed this information to?**

**Name**

**Job title**

**This is a full and true record of events**

**Signed:**

**Office use only:**

**Form received by:**

**Date:**

**Action taken:**

**Case number:**

**new / existing**

**Signed:**