



Safeguarding Policy

2023/24

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1. Introduction

This safeguarding policy applies to all Ashford Borough Council's (the council) staff, elected members (members), volunteers, contracted service providers and anyone working on behalf of the council. *Safeguarding is everybody's business.*

The council is committed to ensuring children, young people and adults at risk are protected from abuse when using or receiving services provided or commissioned by the council. And that everyone (members, staff, volunteers or contracted service providers), is confident to take the relevant action when they suspect or recognise that a child, young person or adult at risk maybe a victim of significant harm or abuse.

The purpose of this policy is to set out:

- The council's statutory responsibilities
- Who are children, young people and adults at risk referred to in this policy
- Definitions of abuse
- Reporting and recording procedures. What action needs to be taken if it is suspected that a child, young person or adult at risk maybe a victim of harm or abuse
- Procurement, third party service providers and tenants
- That robust recruitment procedures are in place
- Training requirements
- Access to this policy, details of designated officers, procedure notes and referral mechanisms
- Accountability and governance
- Monitoring and review

2. Our Statutory Responsibilities

The council fulfils its safeguarding responsibilities in accordance with guidance in the following key documents:

- Working Together to Safeguard Children (2018). A guide to inter-agency working to safeguard and promote the welfare of children. HM Gov.
- The Care Act (2014)
- The Children Act (2004)
- The Counter-Terrorism & Security Act 2015
- The Modern Slavery Act 2015
- The Safeguarding Vulnerable Groups Act 2006

Kent County Council has overall responsibility for safeguarding. It is not the responsibility of the council, members, staff, volunteers or contracted service providers, to determine whether abuse is taking place or has taken place.

The responsibility of the council, member, staff, volunteer or contracted service provider is to inform not to investigate or to judge. All members, staff, volunteers or contracted service providers working for or on behalf of the council have a duty to report allegations, disclosures or concerns of abuse or neglect. *Safeguarding is everybody's business.*

The council delivers a range of services and activities that directly and indirectly engage with children, young people and adults at risk. All children, young people and adults at risk, whatever their age, culture, disability, gender, language, racial origin, religious belief and / or sexual identity have the right to protection against abuse. The council will consider how best it can put in place measures to prevent abuse.

The council takes seriously its duty to cooperate with and follow the policies and procedures of both the [Kent Safeguarding Children Multi-agency Partnership \(KSCMP\)](#) and the [Kent & Medway Safeguarding Adults Board \(KMSAB\)](#).

3. Children, young people and adults at risk.

3.1 Children and young people

Working Together to Safeguard Children (2018) defines children and young people as anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate, does not change their status or entitlements to services or protection.

The guidance sets out that safeguarding and promoting the welfare of children is defined as:

- protecting children from maltreatment
- preventing impairment of children's health or development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes.

3.2 Adults at risk

Adult safeguarding means protecting people's right to live in safety, free from abuse and neglect. There are two types of safeguarding enquiry. If the adult fits the criteria outlined in Section 42 of the Care Act 2014 then the local authority (Kent County Council) is required by law to conduct enquiries or ensure that enquiries are made. Local authorities will sometimes decide to make safeguarding enquiries for adults who do not fit the Section 42 criteria.

The Section 42 criteria are that an adult has:

- a) needs for care and support (whether or not the authority is meeting any of those needs)
- b) is experiencing, or is at risk of, abuse or neglect
- c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or risk of it

A care and support need is defined as 'arising from or are related to a physical or mental impairment or illness'.

Remember: All members, staff, volunteers or contracted service providers working for or on behalf of the council have a duty to report allegations, disclosures or concerns of abuse or neglect – to inform, not to investigate or judge.

Where someone is 18 or over but is still receiving children's services and a safeguarding issue is raised, the matter should be dealt with through adult safeguarding arrangements.

The aims of adult safeguarding are to:

- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- stop abuse or neglect wherever possible
- safeguard adults in a way that supports them in making choices and having control about how they want to live
- promote an approach that concentrates on improving life for the adults concerned
- raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or wellbeing of an adult
- address what has caused the abuse or neglect

4. Definitions of Abuse

Child abuse is defined in Working Together to Safeguard Children (2018) as: A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.

For adults at risk, The Care Act Guidance (2018) states that there are different types and patterns of abuse and neglect and different circumstances in which they may take place. Local authorities should not limit their view of what constitutes abuse or neglect, as they can take many forms and the circumstances of the individual case should always be considered. Exploitation, in particular, is a common theme in the types of abuse and neglect.

Types of abuse and neglect are listed in Appendix 1.

5. Reporting and recording procedures

This applies to all members, staff, volunteers or contracted service providers working for or on behalf of the council.

The [key points](#) are set out below for the action that needs to be taken if it is suspected that a child, young person or adult at risk maybe a victim of harm or abuse and/or makes an allegation of abuse or bullying.

Remember, you may be the first person that a child, young person or adult at risk has trusted and it has probably taken them a great deal of courage to tell you that something is wrong.

- Take any allegation seriously

- Stay calm and if possible try to get another witness
- If you believe the person is at risk of immediate significant harm, which you would reasonably believe requires the emergency services then you must contact the relevant emergency service and notify the Designated Safeguarding Officer, a Safeguarding Lead Officer or your Line Manager
- Listen carefully to what is said and allow the person to talk at their own pace, being careful not to compromise any potential evidence
- Explain that the information will need to be shared with other responsible people, do not promise to keep secrets
- Only ask questions for clarification. Keep any questions open e.g. what, where, when and who
- Reassure the child, young person or adult at risk that they have done the right thing in telling you
- Explain what you will do next and who you will inform
- Complete the relevant referral form
- Immediately report to and inform the Designated Safeguarding Officer, Safeguarding Lead Officer, Line Manager or Assistant Director, who will offer support and advice as necessary
- Provide all details of the referral to the [Housing Management Support Officers](#) to upload to M3 as soon as possible and allocate to the relevant Safeguarding Lead Officer
- The outcome of the consultation / referral will be recorded on M3 by the allocated Lead Officer
- The Designated Safeguarding Officer will escalate concerns if needed in line with the [KMSAB's Policy and Procedures](#).

If the allegations or concerns are expressed about a member, a member of staff, a volunteer or a contracted service provider working for or on behalf of the council, you should:

- Take the allegation seriously
- Provide all the details of which you are aware to the Housing Management Support Officers to upload onto M3 as soon as possible
- Immediately inform the Designated Safeguarding Officer, a Safeguarding Lead Officer or your Line Manager
- The Designated Safeguarding Officer, alongside Human Resources (HR) will follow the council's Disciplinary Policy.

- If you have concerns about someone who works with adults with care and support needs, then refer to the People in Position of Trust Policy.

Safeguarding is also part of the council's Whistleblowing Policy (Speak-Up) which promotes a positive open culture to report any safeguarding (or other) concerns. The Corporate Complaints, Comments and Compliments Procedure sets out how we deal with customers who wish to complain.

The Managing concerns around People in Position of Trust (PiPoT) policy provides the framework for how concerns and allegations against people working with adults with care and support needs should be notified and responded to.

A detailed procedure flow chart is included at Appendix 2.

Self-neglect: In extreme cases of self-neglect a referral can be made without the person's permission. It is important to report whether the person has consented, or not, to any safeguarding actions and whether the person has the capacity to consent. Where a person does not consent a referral can still be made, or further action taken, where there is reasonable suspicion of a potential crime, risk to others, coercion or harassment of the person or when it is in the public interest to do so. If a person lacks capacity to consent, a capacity assessment under the Mental Capacity Act (MCA) must be completed by the most relevant person and a Best Interests Decision made regarding the referral or any planned action.

Professional Curiosity: Officers in contact with children, young people and adults at risk should exercise professional curiosity (respectful uncertainty) to explore and understand what is happening within a family rather than making assumptions or accepting things at face value. The officer should be confident in their own judgement and always outline their observations and concerns to other professionals, the lead officer and/or the DSO.

Making Safeguarding Personal: Officers should follow this approach that aims to ensure the person at risk and/or their advocate are fully engaged and consulted throughout to ensure the person's views remain central to their safeguarding journey.

The council will follow the Kent-wide referral procedures as set out in Kent County Council's 'Multi-agency Safeguarding Adults Policy, Protocols and Guidance for Kent and Medway':

- <https://www.kmsab.org.uk/professionals/kmsab-policies>

and,

'Kent and Medway Safeguarding Children Procedures':

- <https://www.proceduresonline.com/kentandmedway/>

6. Procurement, third party service providers and tenants

Where the council works with, commissions or grants funds to other organisations, or lease buildings to such organisations working with these groups, that come into contact with children, young people or adults at risk, they will be required to have safeguarding arrangements in place or adhere to this policy and its procedures.

The council is obligated to ensure that any third party service provider (whose services are commissioned, procured or grant funded by the council) or who occupy property owned by the council are responsible for safeguarding. To support this, information about safeguarding and promoting the welfare of children, young people and adults at risk will be:

- Distributed to all relevant service providers
- A clause around safeguarding will be included in all Purchase Order Terms and Conditions
- All contracts and service level agreements, where the service provider is in contact with children, young people and adults at risk, will require the service provider to be responsible for safeguarding
- Grant application forms will require any organisation responsible for, or in contact with children, young people or adults at risk to supply evidence of their safeguarding policy

7. Recruitment procedures

The council's Recruitment and Selection Policy and Procedure and the Employment of Ex-offenders and Criminal Record Checks found within the Conditions of Service take account of our safeguarding responsibilities for safe recruitment. This includes additional checks to ensure that current legislation and best practice are followed in the recruitment of staff, particularly those working in regulated activities relating to children, young people and adults at risk.

8. Training

The level of safeguarding training required to be undertaken by members, staff, volunteers or contracted service providers working for or on behalf of the council will reflect the likely level of contact and/or responsibility for children, young people or adults at risk associated with their role.

Level 1 – ad hoc contact in public places, would never be left alone with a child, young person or adult at risk. This is a mandatory piece of learning for all staff. From May 2019 it is also mandatory for Members to undertake level 1 training.

Level 2 – the likelihood of coming into contact with 0-18 year olds, young people, or adults at risk through the nature of the role and could be exposed to lone contact, but no responsibility for supervision. All managers are required to undergo this level of training in order to support their own team or others who may seek their support with a safeguarding issue.

Level 3 – responsibility for supervision of 0-18 year olds, young people or adults at risk as part of their role. To undertake internal/external safeguarding training specific to their role.

In addition staff will be reminded of safeguarding responsibilities through email bulletins and all staff briefings. Any specific individual safeguarding training requirements will also be highlighted through the staff appraisal process and fed-back to the Learning and Development Officer.

9. Access to the Safeguarding Policy and Procedures

This policy and associated procedure will be available to all staff through a dedicated page on the Council's Smart Hub.

The Smart Hub page will provide easy access to:

- The current version of our Safeguarding Policy
- The reporting and recording procedures to be followed
- Contact details for the Designated Safeguarding Officer (DSO), Deputy DSO, the Lead Safeguarding Officers
- Relevant referral forms
- Any appropriate additional guidance

The council's internet page will be updated annually or if a significant change occurs to ensure appropriate and relevant information on safeguarding is publicly available.

10. Accountability and governance

The Chief Executive of the council is ultimately responsible for the safeguarding work of the council. The Chief Executive together with the Senior Management Team, guided by the Safeguarding Champion, are responsible for ensuring that this policy and related procedures are implemented, monitored and consistently reviewed.

An officer (normally the Designated Safeguarding Officer or their Deputy) is nominated by the Chief Executive to represent the council on the Local Child and Adult Safeguarding Boards and relevant sub groups.

The Designated Safeguarding Officer is responsible for dealing with reports or concerns about the protection of children, young people and adults at risk appropriately and in accordance with the procedures that underpin this policy. The Designated Safeguarding Officer is supported by a Deputy Designated Safeguarding Officer.

Safeguarding Lead Officers hold responsibility for safeguarding within different areas of the council's operations:

- Adults at risk
- Children at risk
- Child Sexual Exploitation
- Domestic Abuse
- PREVENT (Preventing Extremism)
- Modern Slavery & Human Trafficking
- Commissioning

All members, staff, volunteers and contracted service providers working for or on behalf of the council are responsible for undertaking their duties in a way that actively safeguards and promotes the welfare of children, young people and adults at risk. They must also act in a way that protects them from wrongful allegations of abuse as far as possible.

10.1 Multi-agency working

At a county level coordination and partnership working on safeguarding is led by two multi-agency boards:

- The [Kent Safeguarding Children Multi-agency Partnership](#)
- The [Kent and Medway Safeguarding Adults Board](#)

The council, along with all other district councils, has a duty to cooperate with the work of these boards and fulfil their duties under the Children Act 2004 and the Care Act 2014.

At a local level the Designated Safeguarding Officer will attend relevant meetings to represent the council, this includes:

- The District Safeguarding meetings which provide updates on safeguarding, new initiatives and changes in legislation
- The Community Safety Partnership to encourage openness and learning from interventions and use these to inform and improve current and future practice and policy.

Internally, quarterly Safeguarding Lead Officer meetings will consider how to deliver key improvements in the council's safeguarding governance, policy making, procedures, working practices and monitoring.

10.2 Reporting

A report will be prepared by the Designated Safeguarding Officer and presented to Senior Management Team by the Safeguarding Champion twice a year, in November and May, on the previous six months' activities and referrals.

The Designated Safeguarding Officer will provide the QE (Quality and Effectiveness) Group of KSCMP, audit information as and when requested.

An annual report will be presented to the council's Overview and Scrutiny Committee in February/March each year by the Designated Safeguarding Officer.

An annual report will be provided to the Kent and Medway Adult Safeguarding Board each September to fulfil their reporting requirements and an annual self-assessment will take place.

A Section 11 self-assessment will be made once every two years to the Kent Safeguarding Children Multi-agency Partnership by the Designated Safeguarding Officer. The next section 11 report is due in 2024.

11. Monitoring and Review

Any feedback gained from the various reporting channels detailed in the Accountability and Governance section will be used to inform future versions of the Safeguarding Policy.

The Safeguarding Lead Officer Group will review the Safeguarding Policy annually in September or sooner if any significant practitioner or legislative changes require more timely amendments to policy and/or procedures.

The policy review will be considered by the council's senior managers to decide if any changes required to the policy should be reported to the Cabinet for approval.

Safeguarding Policy - Appendix 1: Types of Abuse and Neglect

Even for those experienced with working with child or adult abuse it is not always easy to recognise a situation where abuse may occur or already has taken place. While it is accepted that staff are not experts at such recognition all staff have a duty to act if they have any concerns.

Safeguarding is everybody's business.

Children and Young People

Abuse is defined as a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.

Types of Abuse	Signs / Indicators
Physical abuse *	A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.
Emotional abuse *	The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of

	emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
Sexual abuse *	Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.
Child sexual exploitation *	Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.
Neglect *	The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: <ul style="list-style-type: none"> a. provide adequate food, clothing and shelter (including exclusion from home or abandonment) b. protect a child from physical and emotional harm or danger c. ensure adequate supervision (including the use of inadequate care-givers) d. ensure access to appropriate medical care or treatment It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.
Extremism *	Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities

	<p>are inferior; or argue against the primacy of democracy and the rule of law in our society.</p> <p>Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to the UK's fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs.</p>
Child criminal exploitation *	<p>As set out in the Serious Violence Strategy, published by the Home Office, where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial or other advantage of the perpetrator or facilitator and/or (c) through violence or the threat of violence. The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology.</p>
Domestic abuse #	<p>Domestic abuse can seriously harm children and young people. Witnessing domestic abuse is child abuse, and teenagers can suffer domestic abuse in their relationships. Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. But it isn't just physical violence – domestic abuse includes emotional, physical, sexual, financial or psychological abuse.</p> <p>Abusive behaviour can occur in any relationship</p>
Online abuse #	<p>Online abuse is any type of abuse that happens on the web, whether through social networks, playing online games or using mobile phones. Children and young people may experience cyberbullying, grooming, sexual abuse, sexual exploitation or emotional abuse.</p> <p>Children can be at risk of online abuse from people they know, as well as from strangers. Online abuse may be part of abuse that is taking place in the real world (for example bullying or grooming). Or it may be that the abuse only happens online (for example persuading children to take part in sexual activity online).</p> <p>Children can feel like there is no escape from online abuse – abusers can contact them at any time of the day or night, the abuse can come into safe places like their bedrooms, and images and videos can be stored and shared with other people.</p>
Female genital mutilation (FGM) #	<p>Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical</p>

	<p>reasons. It's also known as female circumcision or cutting.</p> <p>Religious, social or cultural reasons are sometimes given for FGM. However, FGM is child abuse. It's dangerous and a criminal offence.</p> <p>There are no medical reasons to carry out FGM. It doesn't enhance fertility and it doesn't make childbirth safer. It is used to control female sexuality and can cause severe and long-lasting damage to physical and emotional health.</p>
Bullying and cyberbullying	<p>Bullying is behaviour that hurts someone else – such as name calling, hitting, pushing, spreading rumours, threatening or undermining someone.</p> <p>It can happen anywhere – at school, at home or online. It's usually repeated over a long period of time and can hurt a child both physically and emotionally.</p> <p>Bullying that happens online, using social networks, games and mobile phones, is often called cyberbullying. A child can feel like there's no escape because it can happen wherever they are, at any time of day or night.</p>
Child trafficking and modern slavery #	<p>Child trafficking and modern slavery are child abuse. Children are recruited, moved or transported and then exploited, forced to work or sold.</p> <p>Children are trafficked for:</p> <ul style="list-style-type: none"> • child sexual exploitation • benefit fraud • forced marriage • domestic servitude such as cleaning, childcare, cooking • forced labour in factories or agriculture • committing crimes like begging, theft, working on cannabis farms or moving drugs. <p>Many children are trafficked into the UK from abroad, but children can also be trafficked from one part of the UK to another.</p>
Grooming #	<p>Grooming is when someone builds a relationship, trust and emotional connection with a child or young person so they can manipulate, exploit and abuse them. Children and young people who are groomed can be sexually abused, exploited or trafficked.</p> <p>Children and young people can be groomed online, in person or both - by a stranger or by someone they know. This could be a family member, a friend or someone who</p>

	<p>has targeted them – like a teacher, faith group leader or sports coach.</p> <p>Anybody can be a groomer, no matter their age, gender or race. Grooming can take place over a short or long period of time (from weeks to years). Groomers may also build a relationship with the young person’s family or friends to make them seem trustworthy or authoritative.</p> <p>Many children and young people don't understand that they have been groomed or that what has happened is abuse.</p>
Harmful sexual behaviour #	<p>Harmful sexual behaviour includes:</p> <ul style="list-style-type: none"> • using sexually explicit words and phrases • inappropriate touching • using sexual violence or threats • full penetrative sex with other children or adults.
Forced marriage \$	<p>Forced marriage is where one or both people do not (or in cases of people with learning disabilities, cannot) consent to the marriage and are pressured into it either physically, emotionally or psychologically. It is illegal in the UK. It is a form of domestic abuse and a serious abuse of human rights.</p> <p>In some cases people may be taken abroad without knowing they are to be married and on arrival their passport/travel documents may be taken to stop them returning to the UK.</p>

* Taken from Working Together to Safeguard Children (2018)

Taken from NSPPC website <https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/>

\$ Taken from <https://www.gov.uk/government/publications/what-is-a-forced-marriage>

Adults at risk

The Care and Support Statutory Guidance sets out the different types and patterns of abuse and neglect and the different circumstances in which they may take place. This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.

Types of Abuse	Signs / Indicators
Physical abuse	•Assault •hitting •slapping •punching •kicking •hair-pulling •biting •pushing •rough handling •scalding & burning •physical punishments •inappropriate or unlawful use of restraint •making someone purposefully

	<p>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).</p>
Domestic violence or abuse	<p>The cross-government definition of domestic violence and abuse is: any incident or pattern of incidents of controlling, coercive, 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. Domestic violence or abuse can relate to: psychological, physical, sexual, financial or emotional abuse.</p>
Sexual abuse	<p>•rape, attempted rape or sexual assault •inappropriate touching anywhere •non-consensual sexual activity •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.</p>
Psychological or emotional abuse	<p>•Enforced social isolation – preventing someone accessing services, educational & social opportunities & seeing friends •removing mobility or communication aids or intentionally leaving someone unattended when they need assistance •preventing someone from meeting their religious & cultural needs •preventing the expression of choice & 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 if harm or abandonment •cyber bullying.</p>
Financial or material abuse	<p>•theft of money or possessions •fraud, scamming •preventing a person from accessing their own money, benefits or assets •employees taking a load 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 that 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 care home •misuse of benefits or direct payments in a family home •someone moving into a person's home & 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</p>

	overprices property repairs & failure to carry out agreed repairs or poor workmanship.
Modern slavery	<ul style="list-style-type: none"> •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 <p>Modern slavery is where traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment</p>
Discriminatory abuse	<ul style="list-style-type: none"> •unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion & 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 communications 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 & criminal justice relating to a protected characteristic •substandard service provision relating to a protected characteristic.
Organisational abuse	<ul style="list-style-type: none"> •discouraging visits or then involvement of relatives or friends •run-down or overcrowded establishment •authoritarian management or rigid regimes •lack of leadership & supervision •insufficient staff or high turnover resulting in poor quality care •abusive & disrespectful attitudes towards people using the service •inappropriate use of restraints •lack of respect for dignity & privacy •failure to manage residents with abusive behaviour •not providing adequate food & 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. <p>Organisational abuse relates to neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’s own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.</p>

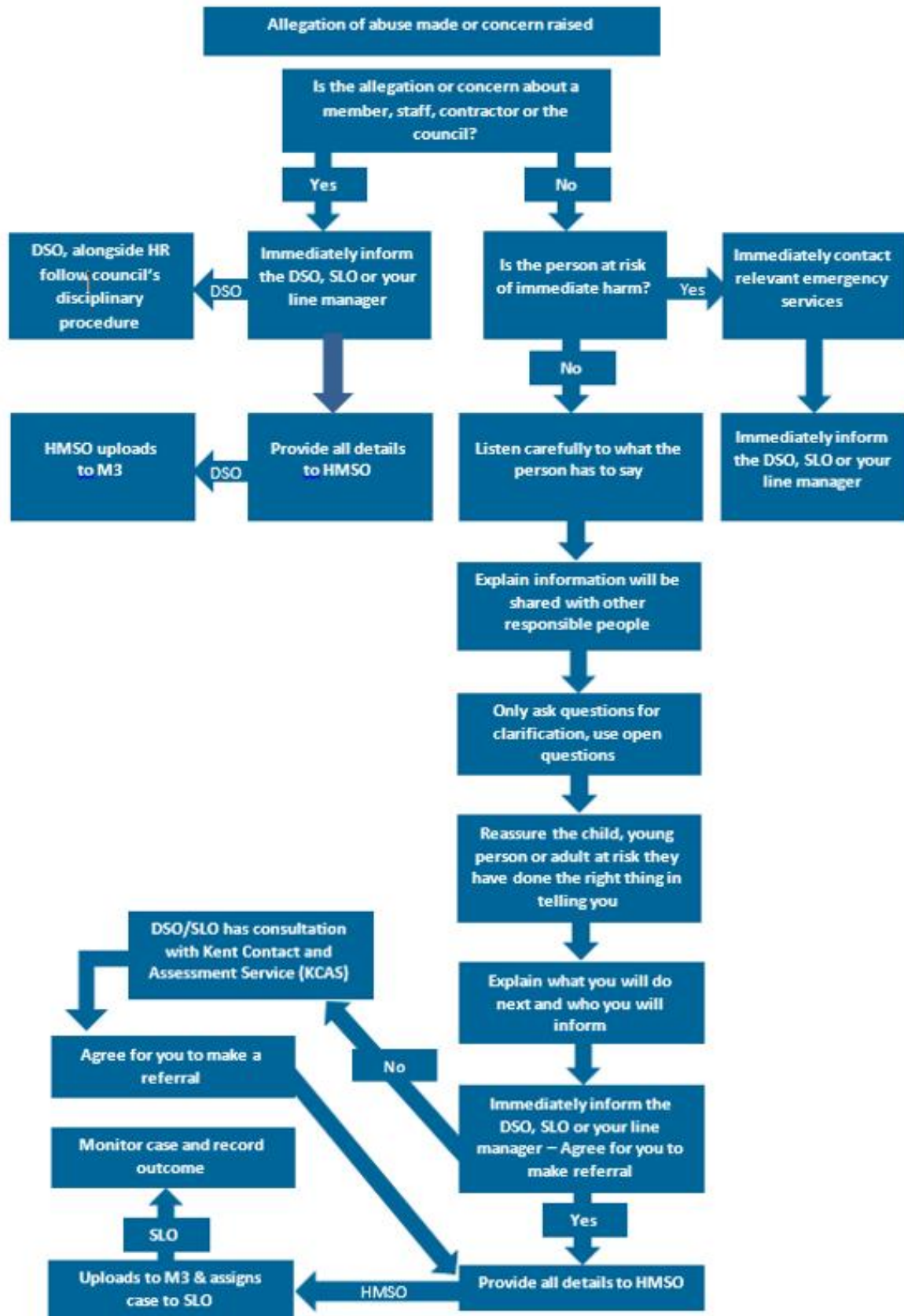
Neglect and acts of omission	<ul style="list-style-type: none"> •failure to provide or allow access to food, shelter, clothing, heating, stimulation & activity, personal or medical care •providing care in a way the person dislikes •failure to administer medication as prescribed •refusal of access to visitors •not taking account of individuals' cultural, religious or ethnic needs •not taking account of educational, social & recreational needs •ignoring or isolating the person •preventing the person from making their own decisions •preventing access to glasses, hearing aids, dentures etc.
Self-neglect (including hoarding)	<ul style="list-style-type: none"> •lack of self-care to an extent that it threatens personal health & safety •neglecting to care for one's personal hygiene or surroundings •Inability to avoid self-harm •failure to seek help or access services to meet health & social care needs •inability or unwillingness to manage one's personal affairs. <p>It should be noted that self-neglect may not prompt a section 42 enquiry. An assessment should be made on a case-by-case basis. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support.</p>
Forced Honour-based Violence	<p>Guidance provided by the National Police Chief Council (NPCC) defines honour-based violence as an incident or crime involving violence, threats of violence, intimidation, coercion or abuse (including psychological, physical, sexual, financial or emotional abuse), which has or may have been committed to protect or defend the honour of an individual, family and or community for alleged or perceived breaches of the family and / or community's code of behaviour.</p>
Hate Crime	<p>Hate crime is a criminal offence motivated by hostility or prejudice towards someone who has one of the protected characteristics, such as race, religion, sexual orientation, transgender identity, disability; and can include physical attacks (assault, damage to property, offensive graffiti, neighbour disputes & arson) or threat of attack (offensive letters/emails, abusive/obscene telephone calls, groups hanging around to intimidate & malicious complaints)</p>
Mate Crime	<p>Mate crime is when a person is harmed or taken advantage of by someone they thought was their friend and can include:</p> <ul style="list-style-type: none"> • Theft/financial abuse, such as lending someone money and it not being paid back or misuse of a person's property • Cuckooing, where the abuser takes over as person's home despite the person not wanting them to be there • harassment or emotional abuse, where a person may be manipulated, misled and made to feel worthless •

	sexual assault/abuse, where a person may be taken advantage of sexually.
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<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

<https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse>

Safeguarding Policy – Appendix 2: Procedure Flow Chart



DSO = Designated Safeguarding Officer
SLO = Safeguarding Lead Officer
HMSO = Housing Management Support Officer