

Safeguarding adults policy

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1. Aim

The 999 Club will not tolerate the abuse or neglect of adults in any of its forms and is committed to safeguarding adults at risk from harm.

This policy outlines the steps The 999 Club will make to safeguard an adult with care and support needs if they are deemed to be at risk. This policy sets out the roles and responsibilities of The 999 Club in working together with other professionals and agencies in promoting the adult’s welfare and safeguarding them from abuse and neglect.

The 999 Club will ensure that decisions made will allow adults to make their own choices and include them in any decision making. The 999 Club will also ensure that safe and effective working practices are in place.

This policy is intended to support staff and volunteers working within The 999 Club to understand their role and responsibilities in safeguarding adults. All staff and volunteers are expected to follow this policy. This policy will be made available to all employees and volunteers. A copy of the reporting procedure from this policy will be displayed in all spaces from which The 999 Club operates services.

2. What is safeguarding adults?

All adults should be able to live free from fear and harm. But some may find it harder to get the help and support they need to stop abuse.

An adult may be unable to protect themselves from harm or exploitation for a variety of reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. An adult who is usually able to protect themselves from harm may be unable to do so because of an accident, disability, frailty, addiction or illness.

Abuse can take many forms including: physical, sexual, financial, discriminatory, psychological, organisational, domestic, modern slavery, neglect and self-neglect.

Radicalisation and extremism of adults with care and support needs is a form of emotional/psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

If staff are concerned that an adult with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.

For more information about Prevent see:

<https://www.gov.uk/government/publications/prevent-duty-guidance>

All of these types of abuse can be carried out deliberately or through negligence or ignorance. Whatever the cause, the adult remains a victim of abuse and The 999 Club will ensure it does everything possible to stop, or prevent this, from happening.

Adults are not the same as children. They have complex lives and being safe is only one of the things they want for themselves. Any safeguarding action will put the best interests of the person at the centre first – it should be not a process imposed on them.

Section 42(1) of the 2014 Care Act sets out the circumstances in which the local authority must make whatever enquiries it thinks necessary to enable it to decide whether any action should be taken in the adult's case and, if so, what and by whom. This duty to make enquiries is triggered where an adult who has needs for care and support (whether or not the authority is meeting any of those needs), is experiencing, or is at risk of, abuse or neglect, and as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Staff and volunteers should take the ordinary meaning of the phrase “unable to protect themselves” by applying what is known about a person's life experiences, history and current circumstances

Statement on remote work

On occasion, The 999 Club delivers remote activities. We will deliver these activities in a way that is safe. Delivering remote activities presents novel challenges, the principles and practices laid out in this policy apply.

3. Action to take in relation to a concern that abuse of an adult has taken place

The 999 Club will follow 6 principles when taking safeguarding action

- Empowerment - Prevention - Proportionality - Protection - Partnership - Accountability

Staff and volunteers at The 999 Club who have any adult safeguarding concerns should:

1. Respond

- Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services
- Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct a mini-investigation.
- Seek consent from the adult to take action and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing.
- If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.

2. Report

- Staff or volunteers should report all potential incidents of abuse to their line manager (Gateway Manager or Senior Advice Lead) immediately (or to the Head of Operations or the Chief Executive in their absence).

3. Record

- As soon as possible and within 2 hours of the potential abuse being identified, the person reporting the matter should put a record of the factual content of the conversations on Inform for authorisation by their line manager
- The person reporting the matter should complete a Lewisham adult safeguarding referral form (see Appendix 3) and save a copy of this form on Inform

4. Refer

- If, after internal discussions with the Head of Operations (or Chief Executive in their absence), it is considered there are justifiable grounds for concern, the line manager will report the matter to Lewisham Council, Adult Social Care by emailing an adult safeguarding referral form to Gateway@lewisham.gov.uk or calling 020 8314 7777 – Option 1 if the situation is urgent.

4. Child protection

The 999 Club does not have services aimed at supporting children or young people. However, staff and volunteers may come into contact with children or young people under the age of 18 who are at risk of abuse. It is the responsibility of all staff and volunteers to recognise and respond to the signs of abuse. The four main categories of abuse are physical, sexual, emotional and neglect. Bullying can also be a category of abuse. For more information about the definitions and impacts of abuse see Appendix 2: Abuse and Neglect of Children: Definitions and Impact

The procedure for responding to signs of abuse in children is different to that which is used to respond to signs of abuse in adults.

- A child or young person cannot consent to abuse as they lack the legal capacity to do so. However, where possible they should be involved in the process and their wishes respected.
- There is a requirement to protect a child or young person, irrespective of whether the child or young person is a client or not. A disclosure about, for example, a friend or sibling who is a child or young person might need to be acted upon.

Staff and volunteers at 999 Club who have any child protection concerns should:

1. Respond

- Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services
- React calmly so as not to frighten or deter the child / young person
- Listen carefully to what the child / young person tells you without interrupting and take it seriously
- Ask questions for clarification only. Avoid asking questions that suggest a particular answer.
- Do not stop a child / young person who is freely recalling significant events. Allow them to continue at their own pace
- Acknowledge how difficult it might have been for them to share this with you
- Reassure them that they have done the right thing in telling you
- Tell the child / young person that they are not to blame
- Never promise a child / young person that what they have told you can be kept a secret. Explain to the child / young person that you have a responsibility for their safety and therefore have to tell somebody in authority. Let them know that there are others who can help them and that they are not alone.
- Tell them what you will do next and with whom the information will be shared.
- Ensure the safety of the child / young person

It is not your responsibility to decide if a child has been abused any disclosure must be raised with the Designated Child Protection Office (the Head of Operations) and followed through appropriately.

2. Report

- Any disclosure must be raised with the DCPO or, in their absence, the Chief Executive, and followed through appropriately.
- You may also have concerns about a child's welfare where there has not been any disclosure or allegation. In the best interest of the child / young person, these concerns should be raised with the DCPO and followed through appropriately.

3. Record

- To ensure that this information is as helpful as possible, a detailed record should always be made in Inform within 2 hours of the disclosure/concern

4. Refer

- The DCPO or, in their absence, the Chief Executive, will report the concerns to Children's service contact team

5. Action to take in relation to a concern that abuse has taken place by a member of the 999 Club's staff or volunteer team

All allegations against staff or volunteers should be immediately brought to the attention of the Chief Executive. If an allegation is made against the Chief Executive, this should be brought to the attention of the Chair of Trustees. If a member of the 999 Club's staff or volunteer team is suspected of abuse, the following action will be taken:

- While support will be offered to staff or volunteers who are subject to an allegation of abuse, The 999 Club will ensure that Social Services are given all assistance to pursue any investigation. Suspension, without prejudice, may be needed whilst the investigation takes place. Disciplinary action may follow any investigation.

The Chief Executive must report suspected abuse to the LADO (Local Authority Designated Officer) and Chair of Trustees even if a suspected person resigns during the investigative process.

The procedure in section 3 above will then be followed.

- On instruction from Social Services, the Chief Executive will interview the member of staff or volunteer who will have a representative from the staff in attendance.
- On instruction from Social Services, Chief Executive will then make arrangements to interview the suspected victim. This will be done with another member of the The 999 Club's staff/volunteer team present to offer support to the suspected victim.

6. Confidentiality

Staff, trustees, volunteers and users must discuss any concerns with the Chief Executive. To maintain confidentiality, it is important that if abuse of an adult at risk is suspected, the matter must not be discussed with anyone who does not need to know.

Confidentiality is crucial to The 999 Club's work. The 999 Club's *Privacy Policy* and the General Data Protection Regulation (GDPR) should be adhered to at all times. However, safeguarding adults is paramount and takes precedence over it. Anyone who suspects potential abuse of vulnerable adults must always disclose their concerns. Confidentiality may not be maintained if the withholding of information could prejudice the welfare of a vulnerable adult.

7. Recruitment and selection

The 999 Club is committed to safer employment. We will make the following checks before a person takes up a position in The 999 Club:

- Identity checks to establish that applicants are who they claim to be
- Certificated qualifications, to ensure that qualifications are genuine
- Professional and character references prior to offering employment
- Satisfy conditions as to health and physical capacity
- Previous employment history will be examined and any gaps accounted for.
- DBS vetting and barring procedures are followed through prior to offer of employment/volunteering.

The 999 Club recognises that it is illegal to employ any individual who is listed as barred, from working with children or with adults in a health or personal care role. All recruitment should follow the procedure in 999 Club's *Staffing Handbook*.

8. Training

All new members of staff or volunteers must complete the induction process and sign to agree they have understood our policies, procedures and basic safeguarding practices.

All staff will be expected to attend training on adult safeguarding. Staff will attend refresher training every three years. It is the member of staff's line manager's responsibility to ensure that this training is completed.

Adult safeguarding will be an agenda item and discussed and documented at all supervision meetings and in the regular reflective practice sessions for staff and volunteers.

9. Quality assurance

Safeguarding will be a standing item within the CEO's report to the Board of Trustees.

The Board of Trustees will receive an annual safeguarding report including monitoring of safeguarding cases, the impact of learning and development, details of referrals and early help provided.

10. Whistleblowing

The Public Interest Disclosure Act 1998 amended the Employment Rights Act 1996 to provide protection for workers who raise legitimate concerns about specified matters in the public interest. These are called 'qualifying disclosures'. A qualifying disclosure is one made by an employee who has a reasonable belief that any of the following is being, has been or is likely to be, committed:

- A criminal offence
- A miscarriage of justice
- An act creating risk to health and safety
- An act causing damage to the environment
- A breach of any other legal obligation
- Concealment of any of the above

It is not necessary to have proof that such an act is being, has been, or is likely to be, committed – a reasonable belief is sufficient. Staff have no responsibility for investigating the matter – it is the charity's responsibility to ensure that an investigation takes place.

If an employee makes a protected disclosure, they have the right not to be dismissed, subjected to any other detriment or victimised because they have made a disclosure. The 999 Club encourages all staff to raise their concerns under the *whistleblowing procedure*, which can be found in the staff handbook, and to seek advice from the LADO (Local Authority Designated Officer) if appropriate.

11. Context and legislation

- Human rights Act 1998 <https://www.equalityhumanrights.com/en/human-rights/human-rights-act>
- Care Act 2014 <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>
- Working Together to Safeguard Children, March 2015
<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>
- Care and support statutory guidance [https://www.gov.uk/government/publications/care-act-statutory-guidance/care- and-support-statutory-guidance](https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance)
- London Safeguarding Adults Policy and Procedure <http://londonadass.org.uk/wp-content/uploads/2020/08/Appendix-Seven-Adult-Safeguarding-and-Homelessness.pdf>
- Lewisham Safeguarding Adults board <https://www.safeguardinglewisham.org.uk/>

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Appendix 1 - Types of abuse and indicators of risk in adults

A. Types of abuse

Disability Hate Crime

The Criminal Justice System defines a disability hate crime as any criminal offence, which is perceived, by the victim or any other person, to be motivated by hostility or prejudice based on a person's disability or perceived disability. The Police monitor five strands of hate crime, Disability; Race; Religion; Sexual orientation; Transgender

Discriminatory abuse

Discrimination on the grounds of race, faith or religion, age, disability, gender, sexual orientation and political views, along with racist, sexist, homophobic or ageist comments or jokes, or comments and jokes based on a person's disability or any other form of harassment, slur or similar treatment. Excluding a person from activities on the basis they are 'not liked' is also discriminatory abuse

Domestic abuse

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over, who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse: Psychological; Physical; Sexual; Financial; Emotional. Domestic Abuse includes controlling and coercive behaviour. Section 76 of the Serious Crime Act 2015 makes it an offence to use repeated or continuous controlling or coercive behaviour towards a person with whom the person committing the offence has an intimate personal relationship, or with whom they live and who is a family member or if they were formerly in an intimate relationship.

Female genital mutilation (FGM)

Involves procedures that intentionally alter or injure female genital organs for non-medical reasons. The procedure has no health benefits for girls and women. The Female Genital Mutilation Act (2003) makes it illegal to practise FGM in the UK or to take girls who are British nationals or permanent residents of the UK abroad for FGM whether or not it is lawful in another country.

Financial or material abuse

Theft, fraud, internet scamming, postal and doorstep scams, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits are all forms of financial abuse and are more often than not targeted at adults at risk. The adult at risk can be persuaded to part with large sums of money and in some cases their life savings. These instances should always be reported to the local police service and local authority Trading Standards Services for investigation. The SAB will need to consider how to involve local Trading Standards in its work. Financial abuse can have serious effects including loss of income and independence and harm to health, including mental health. Where the abuse is perpetrated by someone who has the authority to manage an adult's money, the relevant body should be informed, e.g. the Office of the Public Guardian for deputies and attorneys and DWP for appointees.

Forced marriage

Is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of a third party in identifying a spouse. In a situation where there is concern that an adult is being forced into a marriage they do not or cannot consent to, there will be an overlap between action taken under the forced marriage provisions and the adult safeguarding process. In this case action will be co-ordinated with the police and other relevant organisations. The police must always be contacted in such cases as urgent action may need to be taken. The Anti-

social Behaviour, Crime and Policing Act 2014 make it a criminal offence to force someone to marry. In addition, Part 4A of the Family Law Act 1996 may be used to obtain a Forced Marriage Protection Order as a civil remedy. Registrars and registry staff need to be supported through relevant training to know the signs of possible forced marriage.

Hate Crime

The police define Hate Crime as 'any incident that is perceived by the victim, or any other person, to be racist, homophobic, transphobic or due to a person's religion, belief, gender identity or disability'. It should be noted that this definition is based on the perception of the victim or anyone else and is not reliant on evidence. In addition it includes incidents that do not constitute a criminal offence.

Human trafficking

Is actively being used by Serious and Organised Crime Groups to make considerable amounts of money. This problem has a global reach covering a wide number of countries. It is run like a business with the supply of people and services to a customer, all for the purpose of making a profit. Traffickers exploit the social, cultural or financial vulnerability of the victim and place huge financial and ethical obligations on them. They control almost every aspect of the victim's life, with little regard for the victim's welfare and health. The Organised Crime Groups will continue to be involved in the trafficking of people, whilst there is still a supply of victims, a demand for the services they provide and a lack of information and intelligence on the groups and their activities.

Mate Crime

A 'mate crime' as defined by the Safety Net Project is 'when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual.' Mate crime is often difficult for police to investigate, due to its sometimes ambiguous nature, but should be reported to the police who will make a decision about whether or not a criminal offence has been committed. Mate Crime is carried out by someone the adult knows and often happens in private. In recent years there have been a number of Serious Case Reviews relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend

Modern slavery

Slavery, servitude and forced or compulsory labour. A person commits an offence if:

- The person holds another person in slavery or servitude and the circumstances are such that the person knows or ought to know that the other person is held in slavery or servitude, or
- The person requires another person to perform forced or compulsory labour and the circumstances are such that the person knows or ought to know that the other person is being required to perform forced or compulsory labour.
- There are many different characteristics that distinguish slavery from other human rights violations, however only one needs to be present for slavery to exist. Someone is in slavery if they are:
 - Forced to work - through mental or physical threat;
 - Owned or controlled by an 'employer', usually through mental or physical abuse or the threat of abuse;
 - Dehumanised, treated as a commodity or bought and sold as 'property';
 - Physically constrained or has restrictions placed on his/her freedom of movement.

Contemporary slavery takes various forms and affects people of all ages, gender and races.

Adults who are enslaved are not always subject to human trafficking. Recent court cases have found homeless adults, promised paid work opportunities enslaved and forced to work and live in dehumanised conditions, and adults with a learning difficulty restricted in their movements and threatened to hand over their finances and work for no gains.

From 1 November 2015, specified public authorities have a duty to notify the Secretary of State of any individual identified in England and Wales as a suspected victim of slavery or human trafficking, under Section 52 of the Modern Slavery Act 2015.

Neglect and acts of omission

Ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, social care or educational services, and the withholding of the necessities of life such as medication, adequate nutrition and heating. Neglect also includes a failure to intervene in situations that are dangerous to the person concerned or to others, particularly when the person lacks the mental capacity to assess risk for themselves.

Organisational abuse

Is the mistreatment, abuse or neglect of an adult by a regime or individuals in a setting or service where the adult lives or that they use. Such abuse violates the person's dignity and represents a lack of respect for their human rights.

Physical abuse

Assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Psychological abuse

Emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks

Restraint Unlawful or inappropriate use of restraint or physical interventions. In extreme circumstances unlawful or inappropriate use of restraint may constitute a criminal offence. Someone is using restraint if they use force, or threaten to use force, to make someone do something they are resisting, or where an adult's freedom of movement is restricted, whether they are resisting or not. Restraint covers a wide range of actions. It includes the use of active or passive means to ensure that the person concerned does something, or does not do something they want to do, for example, the use of key pads to prevent people from going where they want from a closed environment.

Sexual abuse

Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Sexual exploitation

Involves exploitative situations, contexts and relationships where adults at risk (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities. It affects men as well as women. People who are sexually exploited do not always perceive that they are being exploited. In all cases, those exploiting the adult have power over them by virtue of their age, gender, intellect, physical strength, and/or economic or other resources. There is a distinct inequality in the relationship. Signs to look out for are not being able to speak to the adult alone, observation of the adult seeking approval from the exploiter to respond and the person exploiting the adult answering for them and making decisions without consulting them.

B. Indicators of risk in adults

1. Physical abuse

- Possible indicators of physical abuse:
- no explanation for injuries or inconsistency with the account of what happened
- injuries are inconsistent with the person's lifestyle
- bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- frequent injuries
- unexplained falls
- subdued or changed behaviour in the presence of a particular person
- signs of malnutrition
- failure to seek medical treatment or frequent changes of GP.

2. Possible indicators of domestic violence or

- abuse
- low self-esteem
- feeling that the abuse is their fault when it is not
- physical evidence of violence such as bruising, cuts, broken bones
- verbal abuse and humiliation in front of others
- fear of outside intervention
- damage to home or property
- isolation – not seeing friends and family
- limited access to money.

3. Possible indicators of sexual abuse:

- bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- torn, stained or bloody underclothing
- bleeding, pain or itching in the genital area
- unusual difficulty in walking or sitting
- foreign bodies in genital or rectal openings
- infections, unexplained genital discharge, or sexually transmitted diseases
- pregnancy in a woman who is unable to consent to sexual intercourse
- the uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- incontinence not related to any medical diagnosis
- self-harming
- poor concentration, withdrawal, sleep disturbance
- excessive fear/apprehension of, or withdrawal from, relationships
- fear of receiving help with personal care
- reluctance to be alone with a particular person

4. Possible indicators of psychological or emotional abuse:

- an air of silence when a particular person is present
- withdrawal or change in the psychological state of the person
- insomnia
- low self-esteem
- uncooperative and aggressive behaviour
- a change of appetite, weight loss/gain

- signs of distress: tearfulness, anger
- apparent false claims, by someone involved with the person, to attract unnecessary
- treatment.

5. Possible indicators of financial or material abuse:

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

6. Possible indicators of modern slavery

- signs of physical or emotional abuse
- appearing to be malnourished, unkempt or withdrawn
- isolation from the community, seeming under the control or influence of others
- living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- lack of personal effects or identification documents
- always wearing the same clothes
- avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- fear of law enforcers.

7. Possible indicators of discriminatory abuse:

- the person appears withdrawn and isolated
- expressions of anger, frustration, fear or anxiety
- the support on offer does not take account of the person's individual needs in terms of a protected characteristic.

8. Possible indicators of organisational or institutional abuse:

- lack of flexibility and choice for people using the service
- inadequate staffing levels

- people being hungry or dehydrated
- poor standards of care
- lack of personal clothing and possessions and communal use of personal items
- lack of adequate procedures
- poor record-keeping and missing documents
- absence of visitors
- few social, recreational and educational activities
- public discussion of personal matters
- unnecessary exposure during bathing or using the toilet
- absence of individual care plans
- lack of management overview and support.

9. Possible indicators of neglect and acts of omission:

- poor environment – dirty or unhygienic
- poor physical condition and/or personal hygiene
- pressure sores or ulcers
- malnutrition or unexplained weight loss
- untreated injuries and medical problems
- inconsistent or reluctant contact with
- medical and social care organisations
- accumulation of untaken medication
- uncharacteristic failure to engage in social interaction
- inappropriate or inadequate clothing.

10. Indicators of self-neglect:

- very poor personal hygiene
- unkempt appearance
- lack of essential food, clothing or shelter
- malnutrition and/ or dehydration
- living in squalid or unsanitary conditions
- neglecting household maintenance
- hoarding
- collecting a large number of animals in
- inappropriate conditions
- non-compliance with health or care services
- inability or unwillingness to take
- medication or treat illness or injury.

Appendix 2 - Abuse and Neglect of Children: Definitions and Impact

Abuse and neglect are forms of maltreatment of a child. An individual may abuse or neglect a child by inflicting harm or failing to act to prevent harm. A child may be abused in a family, institutional or community setting, by those known to them, or by more rarely, by a stranger. They may be abused by an adult or adults, or by another child or children. These procedures apply in all cases.

Neglect or abuse, physically, emotionally or sexually, can have major long-term effect on all aspects of well-being. Sustained abuse is likely to have a deep impact on the child's self-image and self-esteem, and on his or her future life. Difficulties may extend into adulthood. The experience of long-term abuse may lead to difficulties in forming or sustaining close relationships, establishing oneself in the workforce and to extra difficulties in developing the attitudes and skills needed to be an effective parent.

The possible signs of abuse/neglect include:

- Information given by the child/young person
- Information reported by a concerned adult
- Changes in the child's/young person's behaviour. For example, the child/young person suddenly becomes quiet, tearful, withdrawn or aggressive
- Loss of weight without a medical explanation
- Eating problems, for instance, overeating or loss of appetite

Physical abuse

Physical abuse 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 caregiver fabricates the symptoms of, or deliberately induces, illness in a child.

Indicators of physical abuse may include:

- Where the child has bruises or other injuries of different ages at the same time
- Any bruising in a baby not yet independently mobile is of concern, as is a reluctance to move a limb or limbs, or any tenderness on handling
- Ingestion of toxic substances, particularly when there is more than one incident
- A child may appear wary or flinch on closeness, as if expecting physical harm
- Where the explanation is not consistent with the injury, or with the child's age and stage of development
- Where there is a history of frequent injuries, even though the explanation of each individual occurrence may appear adequate. This can also indicate lack of supervision, or possible medical problems
- Where there is multiple facial bruising, particularly around the mouth, ears or eyes
- Where there are unexplained or inadequately explained burns or bite marks, or both
- Female Genital mutilation (FGM)

- Domestic Violence
- Forced marriage, "honour" based violence

The impact of physical abuse:

Physical abuse can lead directly to neurological damage, physical injuries, pain and disability or, at the extreme, death. Harm may be caused to a child both by the abuse itself, and by the abuse taking place in a wider family or institutional context, of conflict and aggression. Physical abuse has been linked to aggressive behaviour, emotional and behavioural problems, and educational difficulties. Where a child is disabled, injuries or behavioural symptoms may mistakenly be attributed to his/her disability rather than the abuse. Professionals need to guard against attributing the possible indicators of abuse to racial, cultural or religious stereotypes.

Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children 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 the child's developmental capability or preventing them participating in normal social interaction. It may involve seeing or hearing the ill treatment of another (e.g. domestic abuse). It may involve serious bullying (e.g. 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. Parents/caregivers of children with multiple needs may find it difficult to ensure that the full range of their needs, including their emotional needs, is met. It may be hard to include such children in everyday activities alongside other family members, but not to include them may be harmful.

Indicators of emotional abuse may include:

- Have impaired ability for enjoyment and play.
- Lack normal curiosity and natural inquisitiveness.
- Be delayed in language development and play skills.
- Have low self-esteem.
- Show eating disturbances or growth failure.
- Not trust any kindness, expecting it to be accompanied by harmful words or action.
- In severe cases, show physical signs of deprivation as described earlier. These may occur even though physical care appears adequate and there may be no physical cause.

The impact of emotional abuse:

There is increasing evidence of the adverse long-term consequences for children's development where they have been subject to sustained emotional abuse. Emotional abuse has an important

impact on a developing child's mental health, behaviour and self-esteem. It can be especially damaging in infancy. Underlying emotional abuse may be as important, if not more so, than other more visible forms of abuse in terms of its impact on the child. In families where the child experiences a low level of emotional warmth and a high level of criticism, negative incidents may have a more damaging impact on the child. Domestic abuse, adult mental health problems, substance misuse or racism from a caregiver, may feature in families where children are exposed to emotional abuse, and in extreme cases can lead to suicide.

Sexual abuse

Sexual abuse involves forcing or enticing a child or young person into sexual activities, including prostitution, whether or not the child is aware of what is happening.

- The activities may involve physical contact including assault by penetration (e.g. rape, buggery or oral sex) or non-penetrative acts (e.g. 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 online or printed images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet).
- Sexual abuse is not solely perpetrated by male adults. Women can also commit acts of sexual abuse, as can other children.

Physical signs:

- Genital or anal lacerations, bleeding or other trauma.
- Genital or peri-anal inflammation or irritation.
- Persistent or recurrent vaginal discharge.
- Sexually transmitted disease, including peri-anal or genital warts.
- Pregnancy.

Medical problems such as:

- Recurrent urinary symptoms or 'cystitis'.
- Enuresis or secondary enuresis (wetting or soiling).
- Recurrent unexplained abdominal pain.

Behavioural problems can include:

- Overt sexualised behaviour
- Compulsive masturbation
- Acting out and aggressive behaviour
- Drawings and play activity which are explicitly sexual
- A sudden change in normal behaviour patterns, or sexual awareness
- Knowledge in advance of what would be expected at the child's age and level of development

The impact of sexual abuse:

Disturbed behaviour including self-harm, inappropriate sexualised behaviour, sadness, depression and loss of self-esteem, have all been linked to sexual abuse.

Where disabled children are concerned these behaviours have sometimes mistakenly been attributed to their disability without any real assessment of their cause. The adverse effects of sexual abuse may endure into adulthood.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or physiological 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 caregiver failing to:

- Provide adequate food, clothing or shelter (including exclusion from home or abandonment)
- Protect a child from physical and emotional harm or danger
- Ensure adequate supervision including the use of inadequate caregivers
- Ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Indicators of neglect may include:

- Failure to thrive, for which no medical cause has been demonstrated.
- Extreme hunger or lack of appetite and increased feeding difficulties in young babies.
- Inappropriate or inadequate clothing, taking into account the context of where the child lives and the level of poverty. This may also apply to poor hygiene.
- Lack of appropriate supervision.
- Persistent failure to seek or to follow medical or nursing advice.
- Developmental delay for which no medical cause has been demonstrated - particularly if language and social skills are disproportionately affected.
- Poor relationships with peers, but attention seeking from adults.
- Physical signs of long-standing neglect, including poor growth, thinning hair, a protuberant abdomen, decaying teeth, and persistently cold, reddened hands and feet.

The impact of neglect:

Severe neglect of young children is associated with major impairment of growth and intellectual development. Persistent neglect can lead to serious impairment of health and development, and long-term difficulties with social functioning, relationships and educational progress. Neglect can also result, in extreme cases, in death.

These signs do not necessarily mean that a child has been abused. However if you are concerned about the welfare of a child you must report it. Do not assume that someone else will help the child. They might not.

Bullying

Bullying is not always easy to define but includes:

Deliberate hurtful behaviour, hostility and aggression towards a victim

- a victim who will often be weaker and less powerful than the bully or bullies
- an outcome which is always painful and distressing for the victim

Physical: pushing, kicking, hitting, pinching, poking or any other form of physical contact which is harmful to the victim, theft verbal: name-calling, sarcasm, spreading rumours, persistent teasing, swearing.

Emotional: including, tormenting, ridicule, humiliation, isolation, sending hurtful text messages and cyber bullying.

Emotional and verbal bullying can be more difficult to cope with or prove than physical bullying

- racist: racial taunts, gestures, graffiti
- sexual: unwanted physical contact, abusive sexual comments, sexual innuendos, graffiti
- homophobic: taunts, teasing about the victim's sexuality, gestures, spreading rumours, sexual innuendos, unwanted physical contact, graffiti
- disability: taunts, gestures, graffiti, unwanted physical contact, teasing about the victim's disability
- cyber/e-bullying – texting, filming on mobiles, posting on social networks hurtful / humiliating content

Actions to prevent bullying:

- take all signs of bullying very seriously
- encourage children to speak and share their concerns
- hold discussions on bullying where appropriate

If bullying occurs the organisation will:

- take the problem seriously
- investigate it
- talk to the bullies and victims separately

• decide on appropriate action

Responding to suspected bullying:

- help the victim speak out
- take action to ensure the victim is safe
- inform parents / carers of victim
- hold a follow-up meeting with the victim and their families to report progress
- talk to the bully to see if the allegation has any foundation, ideally not one-to-one

- try to get the bully/ies to see the consequences of their behaviour
- support & encourage bullies to change behaviour
- obtain an apology from bully/ies to victim
- inform parents / carers of the bully/ies
- insist on the return or replacement of any items 'borrowed', stolen or destroyed
- impose appropriate sanctions against bully/ies in consultation with the parents / carers. These may result in the bully/ies being asked to leave
- hold a follow-up meeting with the bully/ies and their families to report progress
- provide support to staff / volunteers of bullies and victims
- inform relevant members of the organisation about the incident and any action taken
- keep a written record of incidents and action taken
- report any concerns to the Named Child Protection Person Domestic Violence

Domestic abuse

Domestic violence is defined by the Home Office as:

'Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been, intimate partners or family members, regardless of gender or sexuality'.

The main characteristic of domestic violence is that the behaviour is intentional and is calculated to exercise power and control within a relationship.

Children of all ages living with a parent, most often the mother, who is experiencing domestic violence, are vulnerable to significant harm through physical, sexual, emotional abuse and or neglect. The legal definition of significant harm includes "the harm that children suffer by seeing or hearing the ill-treatment of another, particularly in the home".

Professionals should apply the London Safeguarding Children Board guidance to all situations of domestic violence, for example, where it is perpetrated by women or girls against men and boys, within same sex relationships and from a child.

Professionals should be aware of the possibility that teenage girls could be experiencing violence within an intimate partner relationship.

Appendix 3 – Lewisham Adult Safeguarding pathway

NEW Lewisham Adult Safeguarding Pathway (April 2021)

<https://www.safeguardinglewisham.org.uk>

What is this?
 Comprehensive set of web pages providing local guidance, tools, forms and resources to support the London Multi-Agency Adult Safeguarding Policy and Procedures, as well as a platform to share good practice and build a local network of connected agencies all working to prevent abuse and neglect.

Why do we need it?
 To make it easier for professionals to understand and digest the pan London Policy and Procedures, and to create a step by step guide (Stages 1-4) which is embedded into local agencies ways of working (practice) and systems.

Who is it for?
 All professionals working with adults at risk of abuse and neglect in Lewisham, as well as members of the public, including carers.

What is different or new?
 A shift in culture and emphasis away from trying to 'substantiate abuse', placing greater significance on the effort to reduce/remove risk to the adult.

What do I need to do?

1. Use the **New** Adult Safeguarding Concern Form if you make a referral to the Local Authority.
2. Read and use all of the guidance throughout the four stages as outlined, and as applicable.
3. Embed this Pathway into your agency's way of working and systems if you are the lead professional responsible for safeguarding.
4. Use the template Policy and Procedures if you work in a non-statutory agency.
5. Use the leaflets and posters.
6. Contact LSAB@Lewisham.gov.uk when you have completed no.3 above.

New Adult Safeguarding Concern Form for use by all professionals. Guide on what is a concern and how to respond to this, and Making Safeguarding Personal (MSP)	New guidance on conducting enquiries, contextual factors, prof. curiosity & cultural competence. New Forms to help improve the consistency of approach	New guidance on conducting planning meetings and conferences. Shift towards a neighbourhood approach in conducting Safeguarding Conferences. New Forms	New resources: Single Agency Policy and Procedures Template Leaflets Posters
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Appendix 4 – 999 Club Safeguarding procedure

If a client discloses information about abuse, staff should:

